



New Mexico State Personnel Office

2600 Cerrillos Road
Santa Fe, New Mexico 87505-0127

Classification Description

SHIPPING, RECEIVING, AND TRAFFIC CLERKS

<u>Class Title</u>	<u>Class Code</u>	<u>Pay Band</u>	<u>Alt Pay Band*</u>
Shipping, Receiving, and Traffic Clerks-B	R5071B	25	
Shipping, Receiving, and Traffic Clerks-O	R5071O	30	
Shipping, Receiving, and Traffic Clerks-A	R5071A	35	

**In accordance with SPB Rule 1.7.4.10 NMAC, the assignment to alternative pay bands shall be reviewed annually to determine their appropriateness.*

Occupation Description

Verify and keep records on incoming and outgoing shipments. Prepare items for shipment. Duties include assembling, addressing, stamping, and shipping merchandise or material; receiving, unpacking, verifying and recording incoming merchandise or material; and arranging for the transportation of products.

Nature of Work

Shipping, receiving, and traffic clerks keep records of all goods shipped and received. Their duties depend on the size of the establishment they work for and the level of automation used. Larger companies typically are more able to finance the purchase of computers, scanners, and other equipment to handle some or all of a clerk's responsibilities. In smaller companies, a clerk maintains records, prepares shipments, sorts packages, and accepts deliveries.

Shipping clerks keep records of all outgoing shipments. They prepare shipping documents and mailing labels and make sure that orders have been filled correctly. Also, they record items taken from inventory and note when orders were filled. Sometimes they fill the order themselves, taking merchandise from the stockroom, noting when inventories run low, and wrapping or packing the goods in shipping containers. They also address and label packages, look up and compute freight or postal rates, and record the weight and cost of each shipment. In addition, shipping clerks may prepare invoices and furnish information about shipments to other parts of the company, such as the accounting department. In modern warehouses, the recording of this shipping information and the printing of mailing labels can be automated with the use of a computer and barcode scanner. Once a shipment is checked and ready to go, shipping clerks may sort and move the goods from the warehouse to the shipping dock or truck terminal and direct their loading.

Receiving clerks perform tasks similar to those of shipping clerks. They determine whether orders have been filled correctly by verifying incoming shipments against the original order and the accompanying bill of lading or invoice. They make a record of the shipment and the condition of its contents. Receiving clerks either use hand-held scanners to record barcodes on incoming products or manually enter the information into a computer. This data then can be transferred to the appropriate departments. An increasing number of clerks at larger, more modern companies are using radio-frequency identification (RFID) scanners, which store and

SHIPPING, RECEIVING, AND TRAFFIC CLERKS

remotely retrieve data by using tags or transponders. Clerks then check the shipment for any discrepancies in quantity, price, and discounts. Receiving clerks may route or move shipments to the proper department, warehouse section, or stockroom. They also may arrange for adjustments with shippers if merchandise is lost or damaged. Receiving clerks in small businesses may perform some duties similar to those of stock clerks. In larger establishments, receiving clerks may control all receiving platform operations, such as the scheduling of trucks, recording of shipments, and handling of damaged goods.

Traffic clerks maintain records on the destination, weight, and charges for all incoming and outgoing freight. They verify rate charges by comparing the classification of materials with rate charts. In many companies, this work may be automated. Information either is scanned or is entered by hand into a computer for use by the accounting department or other departments within the company. Traffic clerks also keep a file of claims for overcharges and for damage to goods in transit.

Distinguishing Characteristics of Levels

Note: Examples of Work are intended to be cumulative for each progressively higher level of work. The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of the duties.

Basic

- Employees in this Role assist with incoming and outgoing shipments of goods.

Recommended Education and Experience for Full Performance

High school diploma or GED.

Minimum Qualifications

Eighth grade education.

Operational

- Employees in this Role track all incoming and outgoing shipments of goods transferred between businesses, suppliers, agencies, and customers.
- Employees assemble, address, stamp, and ship merchandise and material; unpack, verify, and record incoming merchandise; record destination, weight, and charge of all incoming and outgoing shipments.

Recommended Education and Experience for Full Performance

High school diploma or GED and six (6) months of work experience in mailroom and/or shipping distribution.

Minimum Qualifications

Eighth grade education.

Advanced

- Employees in this Role oversee a large scale operation, implement and/or recommend operations and quality assurance improvements, and search for missing items; employ advanced machinery and/or computer aid processes.

SHIPPING, RECEIVING, AND TRAFFIC CLERKS

Recommended Education and Experience for Full Performance

High school diploma or GED and one (1) year of directly related experience in shipping and receiving.

Minimum Qualifications

Eighth grade education.

Knowledge and Skills

*Note: This information has been produced by compiling information and documentation provided by O*NET. O*NET™ is a trademark of the U.S. Department of Labor, Employment and Training Administration.*

Knowledge

Production and Processing — Knowledge of raw materials, production processes, quality control, costs, and other techniques for maximizing the effective manufacture and distribution of goods.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Skills

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Time Management — Managing one's own time and the time of others.

Speaking — Talking to others to convey information effectively.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Statutory Requirements: N/A

Conditions of Employment: Working Conditions for individual positions in this classification will vary based on each *agency's utilization, essential functions, and the recruitment needs* at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Default FLSA Status: Non-Exempt. FLSA status may be determined to be different at the agency level based on the agency's utilization of the position.

SHIPPING, RECEIVING, AND TRAFFIC CLERKS

Bargaining Unit: This position may be covered by a collective bargaining agreement and all terms/conditions of that agreement apply and must be adhered to.

Established: 07/07/2001

Revised: 09/20/2011

**Adapted from the United States Bureau of Labor Statistics and are intended to illustrate the typical education and experience required for this occupation.*

Note: Classification description subject to change. Please refer to the SPO website www.spo.state.nm.us to ensure this represents the most current copy of the description.