

Update

Ministry

Service Alberta and Red Tape Reduction

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Shipping and Inventory Coordinator

Current Class

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

Responsibilities Added:

Back-up to MSV Warehouse Operations

- Accurately pick, pack and ship all orders as directed by the Distribution Supervisor
- Ensure all required serial tracking information is documented and entered into MOVES accurately
- Coordinate the receiving of high-security and serialized materials, which includes ensuring appropriate security protocols are followed for the storage and transportation of these materials.
- Participate in monthly 'stage report' counting and inventory reconciliation for all MOVES products, and report results to branch/unit leadership and MOVES stakeholders, as required
- Maintain safe warehouse organization for the MSV location including proper stock levels on shelves and in cage
- Maintain the MSV warehouse and ensure items are stored securely and within established policy/

protocol requirements for each item (including high-security and serialized inventory items)

- Travel to Park Plaza office to retrieve or coordinate the transfer of inventory items, as required
- Ensure the reach truck and pallet jacks are maintained and coordinate annual checks and repairs

Responsibilities Removed:

Receiving inventory items from suppliers

- Meet couriers at Kingsway warehouse as required

Warehouse Organization

- Travel to Kingsway warehouse to retrieve inventory items as required

Other

- Ad hoc delivery or pickup of small envelopes within the downtown core from Ministry stakeholders

Job Purpose and Organizational Context

Why the job exists:

Alberta King's Printer is responsible to publish, market and distribute Government of Alberta's laws, the Alberta Gazette, various legislation-related and official materials in various formats.

Reporting to the Customer Service and Distribution Team Lead, the Shipping and Inventory Coordinator is responsible for the accurate shipping and receiving of products, tracking shipments of orders, distribution of departmental mail, organization of stock, cyclic inventory counts and reconciliation of all materials, general warehouse duties, and answering client inquiries over the phone e-mail or in person as required. This key role is responsible to process and ship over 12,000 invoices and approximately 102,000 products annually to our stakeholders within Alberta, Canada and Internationally.

This position ensures all relevant Service Alberta and Red Tape Reduction legislation, business plans, policies, and standards are recognized and complied with, and may provide input to the development of new and revised policies and processes in regards to inventory control and shipping of materials. This position also acts as a backup to distribution of official materials at the MSV warehouse.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

Shipping of Legislative and Official Materials

- Accurately pick, pack and ship all orders
- Ship all orders with 24-48 hours of receipt or within established service level time frames
- Ensure legislative amendments are shipped with products as required
- Research and identify most economical shipping methods for orders
- Maintain and update 'Shipping Manager' database daily for details about every shipment (way bill numbers, number of parcels, date shipped, and special instructions etc.)
- Print and cerlox bind any print on demand items for orders to be shipped as required
- Distribute the Alberta Gazette bi-weekly as legislated by the *King's Printer Act*
- Coordinate bulk distribution of orders from the MSV warehouse as required
- Verify and match courier waybills with shipments as invoiced by courier companies
- Contact clients regarding shipments as required

Receiving inventory items from suppliers

- Receive stock, verify quantities received and provide packing slip and copies of the materials to the Customer Service and Distribution Team Lead for receiving within 24 hours of receipt of product being delivered
- Sort and distribute incoming mail
- Coordinate stock transfers from the MSV warehouse

- Assist couriers to off load stock to warehouse locations as required (main floor to 7th floor locations or MSV warehouse)

Inventory Management

- Restock storefront shelves with frequently sold inventory daily
- Perform weekly inventory count using cyclical inventory schedule and create inventory adjustments as required
- Copy legislative amendments as provided by the Publishing Team Lead for shipping and storefront bins, and ensure they are shipped with the orders as required.
- Prepare inventory adjustments for obsolete stock
- Create inventory transfers from warehouse and suppliers
- Prepare and update Alberta Rules of Court binder sets for distribution, ensuring sufficient stock levels meet clients demands

Warehouse Organization

- Liaison with Distribution Supervisor at MSV warehouse for inventory transfers
- Maintain safe warehouse organization for Park Plaza including proper stock levels on shelves and storefront
- Maintain the Park Plaza warehouse and ensure all goods are stored securely
- Maintain shipping and storefront bin labels and replace these labels when new stock items are received or as required
- Restock shipping shelves with inventory weekly or as required
- Ensure warehouse spaces meet or exceed OHS safety rules and best practices
- Coordinate with administrative coordinator to ensure there are sufficient shipping materials on hand (envelopes, boxes, packing tape etc)
- Arrange for secure destruction of materials as required

Joint Warehouse Occupational Health and Safety Committee Member

- Bargaining unit member on the SARTR joint warehouse OHS committee
- Attend and participate in quarterly safety committee meetings
- Perform quarterly OHS inspections for SARTR warehouses
- Fill out necessary documentation that supports overall OHS safety concerns of the SARTR warehouse spaces

Secondary (Back-up) Responsibilities - Kings Printer Administration

- Work on projects as required
- Provide support to temporary wage staff in shipping as required (during large projects such as the distribution of the OHS Code materials)
- Answer incoming phone calls
- Process and track orders
- Refer clients to other Government departments, depending on their needs
- Research special client legislation requests
- Maintain PCI compliance in all transactions
- Process in person sales
- Open and distribute mail

Back-up to MSV Warehouse Operations

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- Maintain the MSV warehouse and ensure items are stored securely and within established policy/protocol requirements for each item (including high-security and serialized inventory items)
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- Ensure the reach truck and pallet jacks are maintained and coordinate annual checks and repairs

Problem Solving

Typical problems solved:

This position regularly has contact with customers that may be government, outside clients, and couriers. The Shipping and Inventory Coordinator independently runs one warehouse operation for Alberta King's Printer and may provide front line service to clients. The incumbent will also be required to act as a backup at the MSV warehouse when required.

The Shipping and Inventory Coordinator needs to ensure orders are sent accurately and resolve incorrect shipments as needed. The incumbent needs to exercise judgment to ensure that the most economical method of shipping is used to control shipping expenditures.

The Shipping and Inventory Coordinator participates in the SARTR warehouse Joint Worksite Health and Safety Committee and ensures that the Park Plaza and MSV warehouse locations comply or exceed OHS standards and acts as a point of contact for Alberta King's Printer staff that may have health and safety questions or concerns.

This position requires the incumbent to work independently with minimal supervision. If questions arise the Shipping and Inventory Coordinator will seek guidance from the Customer Service and Distribution Team Lead and/or Manager.

Types of guidance available for problem solving:

The Shipping and Inventory Coordinator works closely with the Customer Service and Distribution Team Lead, as well as independently and in collaboration with colleagues (mail and logistics, courier providers, Motor Vehicle and Registries Administration) within well-defined guidelines and procedures. Problems are resolved based on experience and assistance from unit and branch leadership. Work is reviewed formally on a daily basis by the Customer Service and Distribution Team Lead, where evaluation is based on the work's accuracy, timeliness and feedback from clients and supervisors.

Direct or indirect impacts of decisions:

-Materials distributed by the incumbent include Alberta's laws and legislation, the Alberta Gazette, and official materials as mandated by the King's Printer Act and King's Printer Regulations as well as several active Memorandums of Understanding (MOU) and departmental agreements. There is a heavy reliance by the legal community, judiciary, Alberta Registry Agent Network, Government of Alberta departments and members of the general public that these resources are distributed within short time frames and with 100% accuracy.

Key Relationships

Major stakeholders and purpose of interactions:

Alberta King's Printer staff

- Team Lead(s) or Manager to receive feedback or direction - Daily
- King's Printer Distribution Team - Daily
- Customer Service and Publishing team members to coordinate service delivery and track orders - Daily

Couriers

- Government of Alberta Central Courier Services - Daily
- Government of Alberta Ministry mail-room representatives - Daily

- Contracted service providers (private sector couriers etc.) - Daily

Client and Stakeholders

- Law firms, Alberta registry agents, government offices, industry stakeholder and the public at large - Daily
- Motor Vehicles and Registry Administration (MVRA) staff - Weekly or as required
- MSV Warehouse staff from multiple business areas/ministries - Weekly or as required
- SARTR Warehousing OHS JWHSC - Monthly or as required

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
High School Diploma			

If other, specify:

Supply chain management certificate

Job-specific experience, technical competencies, certification and/or training:

Experience and knowledge in the following areas:

- Warehousing and materials management
- Computerized inventory management systems, controls and reconciliation procedures
- Shipping and receiving experience
- Ability and skills in the safe operation of materials handling equipment, e.g. reach trucks, pallet jacks, shrink-wrapper, strapping machines, etc.
- Strong attention to detail
- Effective time management and organizational skills
- Ability to consistently lift boxes weighing 35 lbs
- Strong written and verbal communication skills
- Ability to work independently as well as a strong team player
- Accountable and reliable
- Customer service focused
- Agile and able to adapt to changing workloads and priorities
- Able to problem solve and use sound judgment and communication
- Ability to multi-task
- Strong computer skills and ability to locate information in databases
- Microsoft Office suite (Word, Excel, GP Dynamics, Access, Outlook, etc.)

Training and Certifications:

- Valid class 5 driver's license
- Reach truck training and certification
- Knowledge of OHS Standards and working alone policies
- Level 1 security clearance required for MOVES application

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Systems Thinking	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Observes and understands larger impact of role: <ul style="list-style-type: none"> • Sees impact of work on organization; anticipates change in own area based on activities in other areas • Considers how own work impacts others and 	The incumbent requires the ability to identify options and consequences to issues as they arise, in consultation with unit and branch leadership. The Shipping and Inventory Coordinator plays an important role in

		vice versa <ul style="list-style-type: none"> • Ask questions to understand broader goals • Aware of how organization adds value for clients and stakeholders 	maintaining financial accountability related to the shipping of materials by several service providers, ensuring the most cost efficient service is chosen for each shipment.
Drive for Results	○ ● ○ ○ ○	Works to exceed goals and partner with others to achieve objectives: <ul style="list-style-type: none"> • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes • Aims to exceed expectations 	The Shipping and Inventory Coordinator requires a strong work ethic, attention to detail, dedication and accountability in the performance of their duties. The incumbent seeks direction or clarification from Customer Service and Distribution Team Lead when next steps are unclear.
Develop Networks	● ○ ○ ○ ○	Maintains collegial internal relationships and understands external network: <ul style="list-style-type: none"> • Seeks to understand perspectives and needs of others • Follows through, has integrity and respect for others • Helps and follows through • Keeps key stakeholders informed; is professional and respectful 	The Shipping and Inventory Coordinator works closely with stakeholders from multiple organizations, governments and private sector businesses. This role requires ongoing team work and excellent communication in the execution of shared duties.
Agility	○ ● ○ ○ ○	Works in a changing environment and takes initiative to change: <ul style="list-style-type: none"> • Takes opportunities to improve work processes • Anticipates and adjusts behaviour to change • Remains optimistic, calm and composed in stressful situations • Seeks advice and support to change appropriately • Works creatively within guidelines 	The Shipping and Inventory Coordinator demonstrates agility in operations are adjusted during heavy periods of distribution, changes in client needs, and rush/emergency orders. This role is required to adapt quickly to fluctuating workloads, set priorities for service delivery and communicate effectively with unit and branch leadership, when required.