CIVILIAN JOB DESCRIPTION

POSITION INFORMATION

Position Title: Supply Clerk	**Number of Positions:** 1.0 FTE	**NFNP Association Member**
Location: General Headquarters	**Reports To: Deputy Chief of Police**	

JOB DESCRIPTION INFORMATION

PURPOSE:

To provide supply services by performing centralized stock control duties related to warehousing, shipping, receiving, and distributing materials, equipment, clothing, parts and other goods. To monitor stock levels and maintain inventories. To provide customer counter service to fill orders and receive items for return or exchange and to respond to inquiries and calls regarding problem orders.

KEY RESPONSIBILITIES:

1. Fills supply orders received from a variety of sources, records in Quarter Master Stores (QMS) Inventory System, and distributes supplies and equipment to authorized personnel, delivering parcels and supplies on site. Performs data entry related to purchase orders, processing and stocking of orders, and for inventory control. Reviews stock levels and replenishes stock when necessary. Reviews and releases orders in the absence of the Quarter Master. Takes cyclical inventory, monitors stock levels and informs Quarter Master of stock levels.
2. Provides customer counter service to fill orders for equipment, clothing and other items as well as receive items for return or exchange. Assists employees at all ranks and levels across the organization both individually and in small and large groups in outfitting and replacement of clothing and equipment. Responds to telephone calls and emails regarding enquiries and problems with received goods.
3. Receives and unloads incoming shipments of materials, parts, clothing, equipment and other goods. Examines incoming items for correct quantity, quality, damage, security and sorts and distributes accordingly. Locates recipients for packages with incomplete address. Prepares and packages outgoing shipments using courier data system and scanner.
4. Examines incoming mail and small packages and prepares and sorts for distribution throughout the building. Scans incoming mail and packages for delivery using a handheld device/scanner and obtains delivery signatures.
5. Performs/Arranges shredding of confidential materials received from all areas of the building.
6. Examines returned goods and performs assessment for recycling, refurbishing or disposal. Sanitizes equipment using sanitizer machine.
7. Issues warrant cards and Civilian ID cards as required.
8. Measures and sizes new hires as required.
9. Assists the Quarter Master in all functions related to the Stores.
10. Performs other duties, as assigned.

Staffing and Licensing Requirements:

- Post-secondary education in a related field.
- 1-2 years experience in a related field.
- Must be able to pass a background security investigation.
- Class G drivers license, clean driving abstract.
- Ability to pass certification of Dangerous Goods Handling and WHMIS.
- Ability to lift 50 pounds.

COMPENSABLE FACTORS

KNOWLEDGE:

- Knowledge of NAPS shipping and receiving, warehousing procedures and practices to receive and store inventories and distribute stock and equipment. Knowledge of equipment/stock tracking and inventory control and related database software, as well as basic computer and keyboarding skills to input, update and maintain inventories and to send and receive emails.
- Knowledge of various shipping systems and regulations such as Dangerous Goods and WHMIS.
- Knowledge of NAPS clothing and equipment entitlements according to police orders to ensure appropriate supply and distribution of goods.
- Knowledge of organizational structure and GHQ facility to facilitate delivery of orders and contact of personnel.

INTERPERSONAL AND COMMUNICATION SKILLS:

- Interpersonal skills to provide face-to-face counter service to all ranks of uniform officers and civilians, and to assist officers and recruit classes in sizing and fitting of uniform equipment. To exchange information on stock requests/availability of goods, and to respond to order inquiries and calls regarding problem orders.
- Oral communication skills to contact external service providers for delivery arrangements of special non-stock items and to arrange for shipments with external companies.
- Written communication skills to record stock transactions, update inventory records and to respond via email to inquiries and mail regarding problem orders.

PROBLEM SOLVING/COMPLEXITY:

- Corrects errors in orders and substitutes goods and sizes.
- Recognizes and reconciles discrepancies between database and actual inventory levels.
- Planning and organizing is required to ensure timely and efficient filling of orders.
- Determines best means of shipping specialized goods and materials such as oversized packages, pallets or dangerous goods.

JUDGEMENT AND DISCRETION:

- Works in accordance with NAPS stock keeping and warehousing procedures and established practices. Approves and adjusts orders form the field according to established NAPS uniform requirements. Makes recommendations for recording based on established inventory levels. Prioritizes day-to-day shipping and receiving activities. Identifies suspicious incoming packages and notifies security and management.

PHYSICAL AND SENSORY DEMANDS:

Physical Demands:

- Heavy lifting to unload trucks when goods are not on pallets and unloading pallets to check product. Pushing and pulling carts for courier pick-up and delivery.
- Coordination and hand dexterity for using trolleys and reach forklifts. Finger dexterity is required for engraving, data input, and other use of computers.
- Prolonged walking and/or standing when filling orders, shredding, unloading pallets, restocking shelves, working at counter and loading/unloading trucks.

Sensory Demands:

- Visual concentration when using x-ray machine and/or computer to update and maintain inventory database. Daily deadlines due to requirement to fill and ship orders the same day; emergency requests occur occasionally.
- Alertness of surroundings in a warehouse environment is required.

WORKING CONDITIONS:

- Work is performed in a warehouse environment, including exposure to outside weather conditions while receiving and shipping goods. Work involves handling packages of dangerous goods such as ammunition, flares, paints, chemicals, acid, and fire extinguishers.