

# INTERVARSITY PRESS

## Position Description

### FRAMEWORK:

#### **Purpose of InterVarsity Press**

As an extension of InterVarsity Christian Fellowship/USA, InterVarsity Press serves those in the university, the church and the world, By publishing resources that equip and encourage people To follow Jesus as Savior and Lord in all of life.

### **JOB TITLE: Inventory Control and Claims Coordinator**

**Supervised by:** Distribution Center Manager  
**Supervises:** No one  
**Status:** Part-time/non-exempt/temp to perm

### **PURPOSE:**

**To advance the purpose of InterVarsity Press, this position will** provide inventory control through maintaining the cycle counting program and providing services related to and including picking and packing orders in preparation for shipment to customers.

### **MAJOR RESPONSIBILITIES:**

- Research and resolve Amazon chargebacks promptly
- Correspond and follow-up of Amazon chargebacks and inventory related credits by filing all required documentation
  - Audit order and shipping reports
  - Audit carrier freight bills
  - Document, track and report chargebacks
  - Develop root cause analysis for corrective actions as appropriate
- Maintain the cycle count program and prioritizes what is counted
- Perform daily inventory counts and enter counts into Advantage system. Adjust inventory for overages/shortages
- Automatic recounts for all items that require adjustment over or below tolerance levels.
- File all counts sheets for reference, do not discard count sheets.
- Research all counts that need reconciliation, exhaust all possible avenues prior to making an adjustment. Work with DC Manager to alleviate systematic issues as they arise.
- Enter and track counts completed monthly to ensure the expected number of cycle counts are fulfilled per the ABCD analysis data - see master spreadsheet.
- Seek approval and sign-off from DC Manager for any adjustments over or under prescribed tolerance levels. Any adjustments over \$1000 require Director of Fulfillment and Finance approval/signature.

### **Prepare books for picking by:**

- Shrink-wrapping books as required
- Applying dust jackets to hardback books

### **Pick books for all types of orders by:**

- Picking orders and sending orders to packers in tote pans
- Sorting remaining orders, then picking USPS and back-orders
- Picking portions of truck orders that call for less than full cartons
- Restocking pick area and flow racks with full cases of books
- Picking truck and LTL orders as needed

### **Pack heavier, non-truck and/or truck orders by:**

- Pulling full cartons from bulk stock
- Packing books from picking pans into cartons and envelopes

- Applying appropriate labeling to mixed and full cartons

**Pack direct mail orders by:**

- Packing orders for book club, continuity and staff mailings

**Putting away customer returns by:**

- Sorting books for quality
- Restocking books in appropriate picking area locations

**Contribute to the effectiveness of the Distribution Center team by:**

- Assisting in metering small shipments using computerized shipping system
- Assisting in loading/unloading trucks, and preparing truck shipments
- Assisting others to finish picking and packing small orders
- Assisting others in freight handling and stocking
- Processing returns and cleaning returned books
- Cutting up empty cartons and baling corrugated materials
- Completing distribution center maintenance as assigned
- Maintaining an orderly work area
- Assist the other projects as requested by the Distribution Center Manager

**QUALIFICATIONS:**

- Affirm InterVarsity's Statement of Faith as a maturing disciple of Jesus Christ
- Bachelor's Degree; Accounting, Finance, or Business preferred
- 2 years or more with Inventory Control Experience
- Proficient with Excel including macros and pivot tables
- Ability to frequently lift 40-pound cartons
- Ability to work standing most of the day
- Ability to take initiative and use judgement to problem solve
- Must be detail oriented and organized
- Ability to work independently without close supervision
- Ability to meet continuous deadlines for all projects
- Ability to adapt to frequent changes in priorities
- Ability to work as a team player in a team-oriented environment
- A "can-do" attitude for all tasks, no matter how complex or trivial
- Forklift skills and certification a plus
- Flexibility to attend Urbana Student Missions Conference every three years, Dec. 26-Jan.1, and National Staff Conference every three years (the year after Urbana), approximately Jan. 3-8

**External Candidates:** Please see instructions at [ivpress.com/jobs](http://ivpress.com/jobs) to complete your online application and send your resume and cover letter to [ivpcareers@ivpress.com](mailto:ivpcareers@ivpress.com).

**For Internal Candidates Only:** Please download and complete the Internal Application Form and also send your resume to [ivpcareers@ivpress.com](mailto:ivpcareers@ivpress.com).

# Inventory Control and Claims Coordinator InterVarsity Christian Fellowship/USA

## Frame of Reference

All staff members subscribe annually to the Purpose Statement of InterVarsity:

*In response to God's love, grace and truth:*  
The purpose of InterVarsity Christian Fellowship/USA is  
to establish and advance at colleges and universities  
witnessing communities of students and faculty  
who follow Jesus as Savior and Lord:  
growing in love for God,  
God's Word,  
God's people of every ethnicity and culture  
and God's purposes in the world.

This purpose is admittedly more limited than the Great Commission. As a mission extension of the local church, we have adopted boundaries on our activities based on our call to serve a defined group of God's people. Within the context of InterVarsity's purpose, all of the relationships and tasks that staff members engage in as part of their work for InterVarsity have both eternal and temporal components.

### Values:

InterVarsity is committed to developing men and women from diverse cultures, backgrounds, and generations, whom God calls to work with us for both shorter and longer periods of service, as we pursue the call of God in the university world.

### Maturing Disciple of Jesus Christ:

Every InterVarsity staff member is to be a maturing disciple of the Lord Jesus Christ, growing in obedience to the Scriptures. The marks of a long-term love relationship with Christ in the fullness of His Spirit are described in Galatians 5:22: "The fruit of the Spirit is love, joy, peace, patience, kindness, goodness, faithfulness, gentleness and self control." In the workplace, this fruit is revealed in healthy working relationships which encourage all staff to accomplish their work and enhance their focus on the spiritual aspects of their work.

### Team Work:

Each individual staff person is a vital member of Christ's body. This means that we will work with one another in ways that honor and encourage all to grow in Christ while accomplishing His work. Our community requires that each individual serve as a team member in a collegial and open environment based on values, relationships, and vision as well as structure and position.

InterVarsity staff, both employees and volunteers, commit to serve God and all InterVarsity colleagues, students, and partners, with sensitivity to both the eternal and temporal dimensions of our work. "Whatever your task, work heartily, as serving the Lord." (Colossians 3:23a)