

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: **Returns Clerk**

Supervised by: General Services/ Warehouse Returns Supervisor

Supervises: No one

Status: Full-time/non-Exempt

Location: On-site Westmont, Illinois

PURPOSE:

To advance the purpose of InterVarsity Press, this position will provide customer service by providing numerous services relating to and including opening returns from customers, picking and packing orders in preparation for shipping them to customers.

MAJOR RESPONSIBILITIES:

Processing Returns by:

- Counting and cleaning books returned by customers
- Assessing customer returns for damage
- Putting away returned books to appropriate picking area locations
- Boxing up large quantities of returned books
- Putting full cases of returned books in bulk locations
- Entering credit on customer accounts for returned merchandise
- Applying dust jackets to hardback books
- Shrink-wrapping products as required

Pick books for all types of orders by:

- Picking orders and sending orders to packers in tote pans
- Restocking picking area and flow racks with full cases of books
- Picking truck and LTL orders as needed

Packing Orders by:

- Packing books from picking pans into cartons and envelopes and applying appropriate labeling
- Packing orders for book club, continuity and staff mailings

Contribute to the effectiveness of the Distribution Center team by:

- Assisting others to finish picking and packing small orders
- Cutting up empty cartons and baling corrugated
- Entering and maintaining damaged books
- Maintaining an orderly work area.
- Fulfilling requests as given by the General Services/Warehouse Returns Supervisor

QUALIFICATIONS:

- Affirm InterVarsity's Statement of Faith as a maturing disciple of Jesus Christ
- High school diploma or equivalent
- Ability to use Microsoft Excel
- Ability to frequently lift 30 pound cartons
- Ability to work standing most of the day

- Ability to follow instructions
- Has high attention to detail
- Ability to work independently without close supervision
- Ability to work under the pressure of deadlines
- 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
- Flexibility to attend Urbana Student Missions Conference every three years (usually Dec 26-Jan 1) and National Staff Conference every three years (usually the year after Urbana, approximately Jan 3-8)

**Inquiries and applications may be directed to Holly Shermer at hshermer@ivpress.com.
No phone calls.**

All current job openings are listed at ivpress.com/jobs. On the jobs page you will find a link to a blank application. If after reviewing our website and learning about our publishing company you would like to apply for the opening, please email your cover letter and completed application.