

## Bi-Lingual Customer Care Receiving Administrator

### The Company

Here at Encore Glass, we are dedicated to providing the best service and highest quality products in the industry. Forty plus years ago, we began sterilizing and recycling bottles for Northern California wineries (letting the bottles perform an 'encore'). As we learned more about the needs of the vintners we serve, we expanded to import and distribute glass and expanded to offer services like custom printed boxes, decorated bottles, and custom molds. Millions of cases later, we are still led by the same family and the same values for our customers and our employees.

We empower you to make decisions and seek out the information necessary to help support our receiving office. If you are looking for a role where you speak Spanish part of your day, get to think fast on your feet, juggle multiple priorities at once while excelling at organizing and prioritizing your tasks and take ownership of your accounts, this is the place for you!

### What you will be doing/The Role:

You will be supporting our receiving function to help receive the glass and packaging that comes into our warehouse every day.

You are a bi-lingual English-Spanish speaker providing exceptional customer service to our Spanish speaking drivers delivering our products.

Your attention to detail is extremely important at every step of receiving the glass. Here are the job duties of the role:

- Maintain all paperwork and records related to internal special projects and inbound shipping operations.
- Maintain the inbound appointment schedule (online) by responding to new appointment requests, checking in/out drivers, inputting manual dock appointments, and managing revisions in accordance with manpower and scheduling limits.
- Update and maintain the Receiving Productivity Report with timely and accurate status information.
- Communicate with carriers and their drivers during regular operation at the check in/out window or via email to direct load activities and dock assignments. Act promptly and relay necessary information to relevant teams as problems (i.e. delays or trailer rejections) arise.
- Maintain high quality standards to serve as first line of defense as product enters the building.
- Work hand-in-hand with Purchasing and Planning teams regarding any shipment exceptions, work ins, or revisions without jeopardizing customer satisfaction or delaying production outcomes.
- Facilitate teamwork and a positive atmosphere while working with peer clerks and other related departments. Ensure clarity and accuracy of information across shift hand offs and similar exchanges.
- Collaborate with Shipping, Repack, and Quality teams to identify the correct routing of inbound, repacked, or inspected goods to minimize touches and maximize warehouse capacity.
- Audit and correctly transcribe all paperwork once returned to the office by forklift drivers to ensure accuracy before turn in and systematic posting.
- Perform inventory location audits and real-time trailer unloading audits within the warehousing environment. Be assertive and comfortable when positioned around forklifts and other industrial equipment.

- Look for opportunities to increase productivity and output beyond regular incoming shipment activities. Utilize a variety of tools and systems to identify consolidation, reselection, and similar warehouse use and capacity-focused opportunities.
- Cross train and provide back up to other warehouse clerk roles, including those of Shipping and Repack departments.
- Utilize phone, email, 2-way radio, and in-person dialogue to exchange information in a timely, professional, and accurate matter.
- Follow all departmental Standard Operating Procedures, Reference Guides, and company policies. Contribute to the design and development of additional resources.
- Ensure facility safety and security by following proper visitor procedures and performing end of day lock up.
- Perform other duties and special projects as needed and assigned.

Your proactive approach, athleticism and strong organizational skills will help you to be successful in this role.

### **Why Encore?**

- We care about our employees – you are our biggest asset – we celebrate your milestones and success! From our service hero award, to Employee of the Month, to Above & Beyond and fun winter and summer activities!
- We are committed to employee development and growth – when you succeed we succeed!
- We offer a competitive base salary and benefits package with a generous 401k matching program.
- We have been around for a long time, celebrating our 50 years in business in the coming year and continue to have exciting opportunities on the horizon.

### **MINIMUM REQUIREMENTS:**

- High School diploma or GED equivalent
- 2-3 years previous shipping or receiving experience preferred
- Bi-Lingual speaking both English and Spanish is required
- Basic mathematic skills – frequent addition, subtraction, multiplication, and division
- Basic computer knowledge (Microsoft 365)
- Excellent verbal and written communications
- Models safe work practices
- Self-starter with strong time management
- Highly organized and detail oriented
- Reliable transportation
- Punctual with a strong attendance record
- Ability to multi-task and respond to changing priorities/manage stress
- Flexibility, able to work a variety of shifts ranging between the hours of 5AM and 5PM
- Physical stamina – this includes routine walking in a 300,000sf warehouse, standing, exposure to noise and temperature variations on a day-today basis.
- Able to lift up to 35lb
- Ability to work overtime and weekends when needed

Encore Glass is an equal opportunity employer. For more information, please visit our website at [www.encoreglass.com](http://www.encoreglass.com).

If you are interested in joining the Encore family, please reply to this ad and include your cover letter, resume and salary requirements. The hourly wage for this position is \$20.00 - \$22.00.