

**Position:** Supply Sales Clerk

**Reports To:** Retail Wholesale Distribution Foreman/Assistant Foreman

**Minimum Qualifications (preferred):**

High school diploma, or equivalent, or 1-3 years work experience – previous work-related skill and knowledge preferred. These should include sales, computer, customer and personal service skills. Must be able to read and write the English language.

**Key Responsibilities:**

Greet customer and determine customer requirements. Verify required items are in inventory. In the event the customers required items are not in inventory, ask the customer if a substitute item may meet their need and offer suggestions on possible alternative material that is in stock. Determine and inform customer of price. Take customer’s order and input into computer. Locate items requested and verify with customer accuracy of items. Complete transaction and deliver items to customer. Communicate information to Steel Prep and Warehouse regarding materials ordered and lead/delivery times for material to customers (pickup or delivery). Thank customer for his/her business and ask them to return.

**Equipment / systems:**

1. Telephone
2. Personal Computer
3. LMF Computer System (AS400)
4. Cash Register
5. Copier
6. Fax Machine
7. Fork Lift
8. Measuring Devices
9. Hydraulic Presses
10. Cut-off Saw
11. Credit Card Machine
12. Fuel Meter (gas and diesel)
13. LMF Vehicles – minimum age 21

**Accountabilities:**

1. Adhere to all plant and shop safety rules.
2. LMF Handbook.
3. Phone etiquette / proficiency
4. LMF Quality System.
5. Follow work instructions.
6. Service customers, internal and external, in a professional manner.
7. Receive and process sales orders over the phone, as well as walk-in orders.
8. Computer skills sufficient to complete job requirements.
9. Proficient use of required equipment.
10. Load/unload/package/band materials.
11. Make deliveries.

Reviewed / Approved By:	Title:	Date:
<b>Jim Ferguson</b>	<b>Sales Manager</b>	<b>4-28-20</b>
Prepared By: Norman Hinton	Quality Assurance Manager	4-28-20



**Job Description / Training Checklist**

**Supply Sales Clerk**  
**Retail Wholesale Distribution**

**Document #JDTC-40-005**

Revision No: 1  
 Revision Date: 04/28/20  
 Issue No: 1  
 Issue Date: 11-8-07  
**Page: Page 2 of 4**

<b>Employee Name:</b>			<b>Date of Hire:</b>
<b>Sponsor:</b>			<b>(or) Date of Transfer:</b>
Date	Trainer	Trainee	Training Received
			1. Follows all Plant Safety Rules.
			2. LMF Handbook.
			3. LMF Quality System
			4. Housekeeping.
			5. LMF Quality System.
			6. Proficient Use Of Equipment:
			a) Telephone.
			b) Personal Computer – (email).
			c) LMF Computer System (AS400) – Purchase Requisition & Inventory Control. (Pricing of material, available quantities, etc.)
			d) Cash Register.
			e) Copy Machine.
			f) Fax Machine.
			g) Hydraulic press (Hose assemblies).
			h) Hydraulic press (Cable Sling Assemblies).
			i) Cut-off Saw
			7. Order Taking:
			a) Pick List.
			b) Phone.
			c) Walk-in (counter).
			8. Order Processing:
			a) Pick List – gathers required items.
			b) AS400 - Verify inventory and price using computer.
			c) Create Shipper or Invoice (walk-in customer). Shipper for items placed on charge account, invoice for cash sales.



**Job Description / Training Checklist**

**Supply Sales Clerk**  
**Retail Wholesale Distribution**

**Document #JDTC-40-005**

Revision No: 1  
 Revision Date: 04/28/20  
 Issue No: 1  
 Issue Date: 11-8-07  
**Page: Page 3 of 4**

			d) Point-of-Sale.
			e) Cash / Check / Credit Cards / Credit Accounts.
			f) Proper operation of cash register.
			9. Satisfactorily resolves Customer Complaints.
			10. Proper use of measuring devices:
			a) Tape measure, scale or ruler.
			b) Calipers.
			11. Product Knowledge:
			a) Industrial mill supply.
			b) Warehouse & Steel Prep (bar, angle, sheet, plate, etc.).
			c) General capabilities of Machine Shop, CNC, Fab Shop and Foundry.
			12. Warranty returns (Proto tools, etc.).
			13. Returned Goods (i.e. materials, parts, etc.)
			14. Consignment Charge-outs.
			a) Employee.
			b) Walk-in customer.
			15. Other duties as determined by Foreman/Management.
			16. Inventory:
			a) Stores materials, equipment, and other items in stockroom or storage.
			b) Issues materials, equipment, and other items from stockroom or storage.
			c) Verifies computer count against physical count, adjusts errors, investigates discrepancies.
			d) Notifies Purchasing of order that would deplete stock.
			17. Assists other stockroom, warehouse or stock yard (as needed).
			18. Adequately maintains supplies, tools, equipment, instruments and storage areas.
			19. Load/unload materials in/out of shelves, racks, customer vehicle.
			20. Checking-up of cash register.



**Job Description / Training Checklist**

**Supply Sales Clerk**  
**Retail Wholesale Distribution**

**Document #JDTC-40-005**

Revision No: 1  
 Revision Date: 04/28/20  
 Issue No: 1  
 Issue Date: 11-8-07  
**Page: Page 4 of 4**

			21. Cash Count Sign-off Form
			22. Customer communication:
			a) Ship dates, backorders, etc.
			b) Down payments – special orders.
			23. Demonstrates knowledge of, and ability to use, all areas of “Supply Operations Manual”.
			24. Requirements for making deliveries (paperwork, driver’s license, etc.).

Other important information:

- Never use an obsolete revision of an Operating procedure, work instruction, form, Job Description, or Training Checklist. If in doubt, the current revision status of a document is available in the Quality System Binder, located in the “yellow” MSDS cabinet, or on the department’s current computer ‘Server’ drive.
- Always check the calibration status label of calibrated equipment and never use an instrument that is out of calibration.
- If a document that you are using needs revision, make the department management or the Quality Assurance office aware so the appropriate changes can be made. If it isn’t right, let someone know. You are the most accurate input for changing documents.

I have been trained on each of the items listed above and am comfortable that I can adequately perform the tasks specified on my Job Description and Training Checklist.

\_\_\_\_\_  
 Employee’s Signature Date

\_\_\_\_\_  
 Sponsor’s Signature Date Foreman Date