



Job Description: Warehouse Quality Assurance Coordinator

Classification: Non-exempt

Reports to: Senior Director of Delaware River Operations

Hours: 7:00 a.m. – 4:00 p.m.

ICL is a World Class Trans-Atlantic container shipping line with an integrated logistics network offering the most reliable delivery and customer-focused solutions.

Job Summary: Oversees warehouse operations including inspecting, loading, stuffing, and stripping cargo.

Principal Duties & Responsibilities:

1. Oversees Penn Terminals Operations by supervising the stripping and truck loading as necessary.
2. Ensures the standard operating procedures are followed when handling cargo per customer.
3. Provides inventory for all export and import cargo, by comparing and verifying physical inventory with Compass and Penn Terminals inventory.
4. Responds to e-mails, produces damaged container documentation (creating incident reports), and yard check (inventory of containers).
5. Communicates Overage, Shortage, and Damages to appropriate parties including updating intermodal and customer on service pickups, damages, and special operating procedures.
6. Inspects cargo for damages and generates incident reports as necessary.
7. Responsibilities and tasks outlined in this document are not exhaustive and may change as determined by the needs of the company.

Requirements:

1. **College degree or equivalent work experience.**
2. **Communication.** Communicates effectively and appropriately. Speaks and writes in a clear and credible manner. Uses good judgment as to what to communicate to whom as well as the best way to get that accomplished. Actively listens to others. Must be able to professionally communicate with customers, Penn Terminals, vessel's agents, and other departments via e-mail, phone, and face-to-face.
3. **Computer/Software knowledge.** Ability to gain a working knowledge of systems provided by ICL in a defined time period. Position also requires proficiency in Microsoft Office.
4. **Detail oriented.** Ensures the accuracy of export/import inventory. Keenness to examine cargo.
5. **Multitasking.** Monitor the loading process of cargo in different locations.
6. **Problem solving.** Prevents potential misloads by identifying and correcting discrepancies. Communicates last-minute changes to all parties involved.
7. **Positive attitude.**
8. **Must possess a valid driver's license.**
9. **Ability to work well independently and in a team environment.**
10. **Authorized to work in the United States.**
11. **Ability to handle stress appropriately and interact well with others.**

Work Environment:

Must be able to work inside of a warehouse and outside, exposed to all weather conditions including heat, cold, and rain. Standing, walking, bending, reaching, and carrying will be required throughout the course of a normal day. Must be able to carry 50 lbs. The wearing of personal protective equipment including, but not limited to, steel toe shoes, a safety vest, and a hard hat will be required. Other tasks related to cargo management will require sedentary period for computer input and document review. While performing the duties of this job, the employee is regularly required to talk or listen. The worker is required to have close visual acuity to perform an activity such as preparing and analyzing data and figures, and observe all safety and health requirements for container terminal environment and warehouse environment.

ICL is an Equal Opportunity Employer. More company information can be found at www.icl-ltd.com