



ANDA U MEDICAL

SHIPPING & RECEIVING CLERK

COMPANY DESCRIPTION

Andau Medical is a fast-growing boutique medical and dental device company that helps clinicians enhance their ergonomics through innovative products such as loupes, lights, and ergonomic devices. We enable clinicians to work a longer and healthier career in Dentistry and Hygiene.

POSITION DESCRIPTION

The **Shipping and Receiving Clerk - Canada** ensures maximum customer satisfaction by managing the shipping and receiving of all products/materials. Reporting to the Customer Support Manager, you will maintain quality control of products and paperwork, verifying incoming and outgoing shipments.

RESPONSIBILITIES

- Responsible for shipping and receiving all packages in the warehouse.
- Process incoming and outgoing products with precision using quality control checklists.
- Track and verify inventory records electronically and physically in stock to ensure accuracy of supply count.
- Order inventory from manufacturer to meet minimum stock level requirements.
- Determine proper storage methods, identification, and stock location based on turnover and physical capabilities of facility.
- Report any damaged stock or equipment, ensure goods are packed, labeled, and stored properly.
- Maintain a positive, empathetic, and professional attitude towards customer and sales teams.
- Respond promptly to customer service team and sales team inquiries.
- Maintain customer satisfaction by ensuring accuracy of incoming and outgoing shipments.
- Prepare paperwork for incoming shipments (invoices, payment status of orders).
- Learn different areas of Customer Service department to be able to provide support and back up (processing orders, answering teams' questions, etc.).
- Communicating and coordinating with colleagues in a professional and collaborative manner.
- Liaise with Customs Broker to assist with clearance of incoming shipments.
- Order stock for warehouse.
- Management of Canadian shipping emails.
- Manage shipment of demo kits to onboarded Territory Managers as well as additions to demo kits.
- Monitor and report trends to identify opportunities to improve the customer experience.
- Other duties as reasonably assigned

REQUIREMENTS

- Forklift license is required.
- Extremely high attention to detail and accuracy when doing daily duties.
- Comfortable using computers and completing data entry to manage and track inventory.
- Experience working with customer support.
- Ability to prioritize tasks based on meeting customers needs.
- Ability to frequently lift, push, and slide packages that typically weigh up to 50 lbs, and may weigh up to 70 lbs.
- Ability to work full-time, 40 hours per week with opportunity for overtime as needed.

WHY YOU SHOULD CONSIDER THIS ROLE

- You love helping and connecting with people.
- You are a problem solver who likes to pitch in to help team get the job done.
- You thrive in a fast-paced and changing environment.

EQUITY STATEMENT

Andau Medical is committed to diversity, equity, and inclusion in our recruitment processes and our workplace. We welcome applications from all qualified candidates, including Indigenous peoples, visible minorities, people with disabilities, LGBTQ2S+ individuals, and others who may contribute to our diverse perspectives.

Please submit resume and cover letter to hr@andaumedical.com.

We thank all applicants for your submissions however, only candidates being considered for this role will be contacted.