



Explore a Career as a

# SHIPPING CLERK, STOCK CLERK OR DISPATCHER

## Target Occupation Profile

### What do Shipping Clerks, Stock Clerks, and Dispatchers do?

Shipping clerks, stock clerks, and dispatchers help keep the flow of merchandise moving. Shipping and stock clerks pack and unpack merchandise and perform clerical tasks while maintaining records of incoming and outgoing merchandise. They check merchandise to be shipped against customer orders to validate the orders and package items for shipping. They track and record the destination, weight and charges on incoming and outgoing freight. All clerks use hand tools and may also operate forklifts or similar vehicles. Dispatchers' jobs are typically more sedentary and they answer calls and communicate with mobile units to track the movement of merchandise and delivery vehicles. They are responsible for receiving and transmitting pure and reliable messages, tracking vehicles and equipment, and recording other important information. They are entrusted to stay calm and cool in any situation.

### Training & Educational Opportunities

Shipping and stock clerks and dispatchers may only need a high school diploma, GED, certificate, or college degree depending on the position and employer. Often times, training is done on the job. Shipping and stock clerks and dispatchers should be familiar with computers and basic math. Continuing education courses in warehousing and logistics are available for those interested in advancing to a supervisory position.

### As a Shipping Clerk, Stock Clerk, or Dispatcher you will:

- Examine shipment contents and compare with manifest, invoice, or order to verify accuracy
- Prepare documents such as work orders, bills of lading or shipping orders to route material, as well as pack goods, seal containers and affix postage
- Relay work orders, messages or information to or from work crews, supervisors or field inspectors, using telephones or two-way radios
- Record and maintain shipment documentation and recordkeeping

### Shipping Clerks, Stock Clerks, and Dispatchers are in demand in Cook County!

Cook County employment of shipping clerks, stock clerks, and dispatchers is expected to increase through the year 2020.

# Shipping Clerk, Stock Clerk, or Dispatcher

## Training Providers

There are many training providers available in Cook County to supply you with the training you need for a career as a shipping clerk, stock clerk, or dispatcher.

To access a list of training providers for these occupations and many more, please visit [Illinoisworknet.com](http://Illinoisworknet.com) and select the 'Training and Credentials' menu option to view 'WIOA Approved Training Programs.'



## Types of Employers

There are many different types of employers of shipping clerks, stock clerks, and dispatchers, including:

- Company shipping and receiving departments
- Manufacturing companies
- Merchandise wholesalers
- Retail distributors
- Trucking companies
- Warehouses
- Wholesale suppliers

## Wages & Openings

### Shipping Clerk, Stock Clerk, and Dispatcher Employment Data for Cook County

Average Starting Hourly Wage	\$10.97
Average Hourly Wage With Experience	\$20.89
Average Annual Job Openings Cook County	618
Average Annual Job Openings Chicago Metro	962

\*Source: Emsi, 2017.2

## Opportunities

After you complete your training as a shipping clerk, stock clerk, or dispatcher, you will have many opportunities for specialization and advancement. Some opportunities include:

- Fleet Manager
- Inspector and Tester
- Logistics Coordinator
- Machine Operator
- Purchasing Agent
- Shipping and Receiving Supervisor
- Warehouse Manager



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