**Functional Job Description: Returns Processor**

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| **Company:** | Bluestem Brands, Inc. | C:\Users\Mark Anderson\AppData\Local\Microsoft\Windows\INetCache\Content.Word\00199.MTS.Still013.png | C:\Users\Mark Anderson\AppData\Local\Microsoft\Windows\INetCache\Content.Word\00199.MTS.Still008.png |
| **Job Title:** | Returns Processor |
| **Date:** | 11-13-17 |
| **Dept/Facility:** | DC, Eatonton, GA |
| **Product Section:** | Inbound |
| **Electronic Doc. #** | FJD Returns Processor FINAL 11-13-17 |

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| **Work Hours** | **Overtime:** | Voluntary and/or mandatory per production requirements. | **Breaks:** | Two 15-minute breaks and one 30-minute lunch within 8-hour shift |
| **Shift:** | **Days of week:** | **Time:** | |
| First | Monday – Friday | 5:00 AM to 1:30 PM | |
| Second | NA | NA | |

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| **Job Rotation** | Yes |

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| **Job Training or Credentials Required at Hire** | **Education/ training:** | None required; high school diploma or GED preferred. |
| **Knowledge/ cognitive skills:** | Basic math, reading, writing and oral communication skills preferred. Ability to organize work tasks and work independently or as part of a team. |

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| **Machines, Tools and/or Equipment Used** | Computer, handheld scanner, box cutter, highlighter, pen, stapler, staple remover, tape, label printer and labels. Workbench at 37” (heights vary at each workbench per personal preference). Shelf heights at 10”, 33” and 60”. |

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| **Job Purpose/ Objectives** | Process returned merchandise for appropriate disposition: refund or exchange. |

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| **Safety and Personal Protective Equipment Required**  **\*Available** | Hard Hat | Steel Toe Footwear | Safety Glasses | Gloves: |
| Face Shield | Protective Clothing | Safety Glasses/Side Shields | Leather |
| Dust Mask | Safety Vest  Fall Protection Harness | Safety Goggles  Hearing Protection\*  Compensatory methods to mitigate heat | Rubberized/cloth\*  Chemical  Cut proof |

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| **Safety/ Equipment Training/ Certification Required** | Daily Meeting and Stretch Breaks (includes:) | Industrial Truck Training | OSHA Training (Rules and Regulations) |
| * Safety Topics | EZ-Go | New Hire Safety Orientation |
| * Safety Policies | Walkie-Rider | Right to Know |
| * Questions & Answers | Pallet Jack | Lockout/Tag Out |
| * Review Safety Committee Minutes | Forklift (sit down) | Regulated Materials Training (ORM-D)  Supervisor Safety Updates |
| Stand-up Reach Truck |
| Order Picker |
| Transpositioner |
| Pivot Pro Vacuum Lift |

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| **Functional Job Elements** | | | **% of Shift** |
| 1. **Obtain bag or box** 2. Obtain bag or box from staging area and move to workbench (37” high, heights vary at each workbench per personal preference). | C:\Users\Mark Anderson\AppData\Local\Microsoft\Windows\INetCache\Content.Word\00199.MTS.Still013.png | C:\Users\Mark Anderson\AppData\Local\Microsoft\Windows\INetCache\Content.Word\00199.MTS.Still003.png | **5** |
| 1. **Process returned item** 2. Open bag or box with box cutter. 3. Remove item. 4. Process return: computer, scan, generate label. 5. Maximum weight of 10#, average 5# or less.   . | C:\Users\Mark Anderson\AppData\Local\Microsoft\Windows\INetCache\Content.Word\00199.MTS.Still004.png | C:\Users\Mark Anderson\AppData\Local\Microsoft\Windows\INetCache\Content.Word\00199.MTS.Still006.png | **90** |
| C:\Users\Mark Anderson\AppData\Local\Microsoft\Windows\INetCache\Content.Word\00200.MTS.Still001.png | C:\Users\Mark Anderson\AppData\Local\Microsoft\Windows\INetCache\Content.Word\00201.MTS.Still001.png |
| 1. **Place item in box on shelf** 2. Place item in box on shelf. 3. Three shelf levels: 10”, 33” and 60”. | C:\Users\Mark Anderson\AppData\Local\Microsoft\Windows\INetCache\Content.Word\00199.MTS.Still011.png | C:\Users\Mark Anderson\AppData\Local\Microsoft\Windows\INetCache\Content.Word\00199.MTS.Still012.png | **5** |

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| **Physical Factors** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Manual Material Handling** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ***(lbs)*** | **Floor-Knuckle (0” to 30”)** | | | | |  | **Knuckle-Chest (30” to 50’)** | | | | |  | **Chest-Overhead**  **( > 50”)** | | | | |  | **Carry - Two Hands; Front** | | | | |  | **Carry - One Hand; Side** | | | | |  | **Push** | | | | |  | **Pull** | | | | |
| ***100*** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| ***75*** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| ***50*** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| ***25*** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| ***15*** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| ***10*** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| ***5*** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| **Exp** | **N** | **R** | **O** | **F** | **C** |  | **N** | **R** | **O** | **F** | **C** |  | **N** | R | **O** | **F** | **C** |  | **N** | **R** | **O** | **F** | **C** |  | **N** | **R** | **O** | **F** | **C** |  | **N** | **R** | **O** | **F** | **C** |  | **N** | **R** | **O** | **F** | **C** |

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| **Postures/Movements** | | | | | | | | | | | | | | |  | **Head/Neck** | | | | | |
| **Exp** | **Sit** | **Stand** | **Walk** | **Bal** | **Stairs** | **Lad-der** | **Foot contrl** | **Twist Waist** | **Bend Waist** | **Squat** | **Kneel** | **Crawl** | **Reach below 54”** | **Reach above 54”** |  | **Flex Static** | **Ext Static** | **Rot Static** | **Flex Dyn** | **Ext Dyn** | **Rot Dyn** |
| **C** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| **O** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| **Hand Use** | | | |  | **Sensory** | | | | |  | **Communication** | | | |  | |  |  |  | | --- | --- | --- | | **Key** | C - Continuous: 67 to 100% of shift |  | | F - Frequent: 34 to 66% of shift |  | | O - Occasional: 6 to 33% of shift |  | | R - Rarely: up to 5% of shift |  | | N - Never: 0% of shift |  |   **Abbreviations**: Bal=Bal, Exp=Exposure, Contrl=Control, Flex=Flexion, Ext=Extension, Dyn=Dynamic, Manip=Manipulation |
| **Exp** | **Simple Grasp** | **Firm Grasp** | **Fine Manip** | **Bal** | **See** | **Hear** | **Touch Feel** | **Taste** | **Smell** |  | **Talk** | **Read** | **Write** | **Hand Signal** |  |
| **C** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **F** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| **Environmental Factors** | **Exposure Level** | | | | | **Key/Comments** |
| **N** | **R** | **O** | **F** | **C** |
| Outdoor Work |  |  |  |  |  | |  |  |  | | --- | --- | --- | | **Key** | C - Continuous: 67 to 100% of shift |  | | F - Frequent: 34 to 66% of shift |  | | O - Occasional: 6 to 33% of shift |  | | R - Rarely: up to 5% of shift |  | | N - Never: 0% of shift |  |   **Comments:**  **Indoor Work:**  Primary work area is a large indoor warehouse complex.  **Moving Objects:** Be aware of and avoid moving objects including product and equipment.  **Heat:** Based on external temperature, occasionally performs job tasks in hot indoor environment; warehouse complex is not air-conditioned. Large fans are used for ventilation.  **Cold:**  Cold in the winter. |
| Indoor Work |  |  |  |  |  |
| Heat |  |  |  |  |  |
| Cold |  |  |  |  |  |
| Wet/ Humid |  |  |  |  |  |
| Hearing Protection |  |  |  |  |  |
| Vibration |  |  |  |  |  |
| Fumes/Gases/Odors |  |  |  |  |  |
| Dust |  |  |  |  |  |
| Moving Objects |  |  |  |  |  |
| Electrical |  |  |  |  |  |
| Chemical |  |  |  |  |  |
| Protected Work Heights |  |  |  |  |  |
| Unprotected Work Heights |  |  |  |  |  |
| Flying Debris |  |  |  |  |  |
| Lighting (Inadequate/Excessive) |  |  |  |  |  |

**Position eligible to be considered for temporary modification in conjunction with a Return to Work transitional duty program agreement: Yes**

This Functional Job Description was completed through an on-site job analysis by a certified professional ergonomist/licensed physical therapist. It is for the purpose of identifying and quantifying the physical functional requirements of this job. The Functional Job Description should not be construed as a detailed description of all specific job duties and/or tools, equipment and materials that may be necessary or incidental to the performance of this job. Further consideration may be necessary when applying the standards to the injured population in the medical management process.

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| signature MAA | This Functional Job Description has been reviewed by company representatives and is believed to be an accurate representation of most of the job content. |
| Mark A Anderson, MA, PT CPE  Certified Professional Economist  Licensed Physical Therapist  ErgoSystems Consulting Group, Inc.  7421 W Shoreline Dr  Waconia, MN 55387  952-401-9296  [mark.anderson@ergosystemsconsulting.com](mailto:mark.anderson@ergosystemsconsulting.com)  [www.ergosystemsconsulting.com](http://www.ergosystemsconsulting.com) | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Jimmy Johnson, Inbound Manager |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Joel McCullough, Maintenance Manager |
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