

Functional Job Description: Returns Processor

Company:	Bluestem Brands, Inc.		
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		

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	

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.

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	<input type="checkbox"/> Hard Hat <input type="checkbox"/> Face Shield <input type="checkbox"/> Dust Mask	<input type="checkbox"/> Steel Toe Footwear <input type="checkbox"/> Protective Clothing <input type="checkbox"/> Safety Vest <input type="checkbox"/> Fall Protection Harness	<input type="checkbox"/> Safety Glasses <input type="checkbox"/> Safety Glasses/Side Shields <input type="checkbox"/> Safety Goggles <input type="checkbox"/> Hearing Protection* <input type="checkbox"/> Compensatory methods to mitigate heat	Gloves: <input type="checkbox"/> Leather <input type="checkbox"/> Rubberized/cloth* <input type="checkbox"/> Chemical <input checked="" type="checkbox"/> Cut proof
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Safety/ Equipment Training/ Certification Required	<input checked="" type="checkbox"/> Daily Meeting and Stretch Breaks (includes:) <ul style="list-style-type: none"> Safety Topics Safety Policies Questions & Answers Review Safety Committee Minutes 	Industrial Truck Training <input type="checkbox"/> EZ-Go <input type="checkbox"/> Walkie-Rider <input type="checkbox"/> Pallet Jack <input type="checkbox"/> Forklift (sit down) <input type="checkbox"/> Stand-up Reach Truck <input type="checkbox"/> Order Picker <input type="checkbox"/> Transpositioner <input type="checkbox"/> Pivot Pro Vacuum Lift	OSHA Training (Rules and Regulations) <input checked="" type="checkbox"/> New Hire Safety Orientation <input checked="" type="checkbox"/> Right to Know <input checked="" type="checkbox"/> Lockout/Tag Out <input type="checkbox"/> Regulated Materials Training (ORM-D) <input checked="" type="checkbox"/> Supervisor Safety Updates
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Functional Job Elements		% of Shift
<p>1. Obtain bag or box</p> <p>1. Obtain bag or box from staging area and move to workbench (37" high, heights vary at each workbench per personal preference).</p>		5
<p>2. Process returned item</p> <p>1. Open bag or box with box cutter.</p> <p>2. Remove item.</p> <p>3. Process return: computer, scan, generate label.</p> <p>4. Maximum weight of 10#, average 5# or less.</p>		90
<p>3. Place item in box on shelf</p> <p>1. Place item in box on shelf.</p> <p>2. Three shelf levels: 10", 33" and 60".</p>		5

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					
	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
100																																				
75																																				
50																																				
25																																				
15																																				
10																																				
5																																				
0																																				

Postures/Movements														
Exp	Sit	Stand	Walk	Bal	Stairs	Lad-der	Foot contrl	Twist Waist	Bend Waist	Squat	Kneel	Crawl	Reach below 54"	Reach above 54"
C														
F														
O														
R														
N														

Head/Neck						
Exp	Flex Static	Ext Static	Rot Static	Flex Dyn	Ext Dyn	Rot Dyn
C						
F						
O						
R						
N						

Hand Use			
Exp	Simple Grasp	Firm Grasp	Fine Manip
C			
F			
O			
R			
N			

Sensory					
Exp	See	Hear	Touch Feel	Taste	Smell
C					
F					
O					
R					
N					

Communication				
Exp	Talk	Read	Write	Hand Signal
C				
F				
O				
R				
N				

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

Environmental Factors	Exposure Level					Key/Comments											
	N	R	O	F	C												
Outdoor Work	Green					<table border="1"> <tr> <td rowspan="5">Key</td> <td>C - Continuous: 67 to 100% of shift</td> <td>Red</td> </tr> <tr> <td>F - Frequent: 34 to 66% of shift</td> <td>Orange</td> </tr> <tr> <td>O - Occasional: 6 to 33% of shift</td> <td>Yellow</td> </tr> <tr> <td>R - Rarely: up to 5% of shift</td> <td>Blue</td> </tr> <tr> <td>N - Never: 0% of shift</td> <td>Green</td> </tr> </table> <p>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.</p>	Key	C - Continuous: 67 to 100% of shift	Red	F - Frequent: 34 to 66% of shift	Orange	O - Occasional: 6 to 33% of shift	Yellow	R - Rarely: up to 5% of shift	Blue	N - Never: 0% of shift	Green
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Indoor Work	Red	Red	Red	Red	Red												
Heat	Yellow	Yellow	Yellow														
Cold	Yellow	Yellow	Yellow														
Wet/ Humid	Green																
Hearing Protection	Green																
Vibration	Green																
Fumes/Gases/Odors	Green																
Dust	Blue	Blue															
Moving Objects	Blue	Blue															
Electrical	Green																
Chemical	Green																
Protected Work Heights	Green																
Unprotected Work Heights	Green																
Flying Debris	Green																
Lighting (Inadequate/Excessive)	Green																

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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This Functional Job Description has been reviewed by company representatives and is believed to be an accurate representation of most of the job content.

Jimmy Johnson, Inbound Manager

Joel McCullough, Maintenance Manager