

Functional Job Description:

Company:	Bluestem Brands, Inc.
Job Title:	Inbound/Outbound Collections
Date:	5-28-14
Dept/Facility:	Call Center, St. Cloud, MN
Product Section:	Customer Service
Electronic Doc. #	FJD Collections 5-2014 FINAL



Work Hours	Overtime:	Voluntary and/or mandatory per production requirements.	Breaks:	Two 15 minute breaks, one 30 minute lunch break.
	Shift:	Days of week:	Time:	
	First	Monday through Saturday, 40 hour work week for individual, eight hour shift.	Time of shift varies based on the day, will be within Collections open hours of 7:00 AM to 9:00 PM, Monday through Thursday, 7:00 AM to 6:00 PM Friday and 7:00 AM to 12:00 PM Saturday:	

Job Rotation	Yes
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Job Training or Credentials Required at Hire	Education/ training:	High School Diploma, GED, or equivalent combination of education and experience.
	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, Equipment Used	Computer (keyboard, mouse, monitor(s)), telephone headset (two-ear or one ear), chair, workstation, foot rest, writing utensils, stapler, scissors, highlighter, calculator, white out, staple remover.
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Job Purpose/ Objectives	Maximize the achievement of high quality and sustainable growth at Bluestem Brands Inc. through the positive, cost effective, efficient, and timely resolution of customer issues. Foster long-term customer retention through professional interactions in a variety of calls. Continuously strive for single contact resolution. Obtain payments by notifying customers of past due status, develop solutions to obtain payments and document actions while maintaining a relationship with the customer to ensure future ordering. Provide customers with timely and accurate information concerning deferred payments and future payments. <i>(Obtained from Customer Service Representative job description from HR.)</i>
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Safety and Personal Protective Equipment Required *Available	<input type="checkbox"/> Hard Hat	<input type="checkbox"/> Steel Toe Footwear	<input type="checkbox"/> Safety Glasses	Gloves: <input type="checkbox"/> Leather <input type="checkbox"/> Rubberized/cloth* <input type="checkbox"/> Chemical
	<input type="checkbox"/> Face Shield	<input type="checkbox"/> Protective Clothing	<input type="checkbox"/> Safety Glasses/Side Shields	
	<input type="checkbox"/> Dust Mask	<input type="checkbox"/> Safety Vest	<input type="checkbox"/> Safety Goggles	
		<input type="checkbox"/> Fall Protection Harness	<input type="checkbox"/> Hearing Protection*	
		<input type="checkbox"/> Back Support*	<input type="checkbox"/> Compensatory methods to mitigate heat	

Safety/ Equipment Training/ Certification Required	<input checked="" type="checkbox"/> Daily Meeting and Stretch Breaks (includes:)	Industrial Truck Training	OSHA Training (Rules and Regulations)
	<ul style="list-style-type: none"> Safety Topics Safety Policies Questions & Answers Review Safety Committee Minutes 	<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"/> New Hire Safety Orientation <input type="checkbox"/> Right to Know <input type="checkbox"/> Lockout/Tag Out <input type="checkbox"/> Regulated Materials Training (ORM-D) <input checked="" type="checkbox"/> Supervisor Safety Updates

Functional Job Elements (Duration)

1. Go to workstation (5 minutes)

Obtain entry to the Call Center building from the parking lot and go to the individual's workstation. Workstations are primarily single-user; occasionally may share a workstation with another individual during fourth quarter.

2. Setup workstation (1 to 2 minutes)

As needed make any adjustments to the workstation in terms of chair adjustment, work surface height (sit/stand workstation), foot rest placement, computer equipment (keyboard, mouse, monitor) placement. Put on telephone headset, load ream of paper into printer if needed, etc. Disinfect equipment if needed.

Workstation configuration* may be a desk height workstation (height range: about 26 to 30 inches) with chair or a standing height workstation (height range: about 38 to 44 inches).

**Note: Based on the particular individual's needs, workstation configuration options include either a traditional seated height desk or an option for a sit/stand desk with work surface height controlled by the user. With the sit/stand configuration the user is able to alternate between a seated and standing position based on personal preference throughout the shift.*



3. Turn on computer, clock in and bring up software systems (3 to 5 minutes)

Turn on the computer. Clock in via the computer.
Bring up required software systems.

4. Inbound outbound calls (six hours)

Via the telephone system integrated into the computer make inbound and outbound calls.

Use of the computer requires use of the computer keyboard and mouse while viewing either a single or double monitor configuration. Telephone configuration is headset for hands-free operation.

Most materials are referenced through the computer monitor or in some cases hardcopy reference materials.

Occasionally written notes are made throughout the shift.

Performance metrics. Objectively, performance metrics that relate to number of calls per hour throughout the shift include:

- Inbound –average 10-12 calls per hour
- Inbound/Outbound –average 15-17 calls per hou



5. Other activities include:

- Weekly huddle meeting (30 minutes)
- Monthly call listening sessions (30 to 60 minutes)
- Check in's-work with individuals at workstation (15 to 30 minutes)
- Other special projects as needed

6. End of shift shutdown (2 to 3 minutes)

Clock out and turn off computer system. Exit the building to the parking lot.

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									
	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	N	R	O	F	C
100																																								
75																																								
50																																								
25																																								
15																																								
10																																								
5																																								
0																																								
Exp																																								

Postures/Movements

Exp	Sit	Stand	Walk	Bal	Stairs	Ladder	Foot contrl	Twist Waist	Bend Waist	Squat	Kneel	Crawl	Reach below 54"	Reach above 54"
C														
F														
O														
R														
N														

Head/Neck

Flex Static	Ext Static	Rot Static	Flex Dyn	Ext Dyn	Rot Dyn

Hand Use

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

Sensory

See	Hear	Touch Feel	Taste	Smell

Communication

Talk	Read	Write	Hand Signal

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=Balance, 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>Yellow</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 open concept floor plan with cubicles with HVAC controlled environment.</p>	Key	C - Continuous: 67 to 100% of shift	Red	F - Frequent: 34 to 66% of shift	Yellow	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	Green																
Cold	Green																
Wet/ Humid	Green																
Hearing Protection	Green																
Vibration	Green																
Fumes/Gases/Orders	Green																
Dust	Green																
Moving Objects	Green																
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

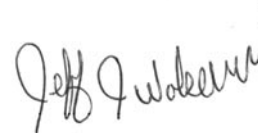
This Functional Job Description was completed through an on-site job analysis by a certified professional ergonomist/licensed physical therapist. It is for the purpose of identifying and quantifying the physical functional requirements of this job. The Functional Job Description should not be construed 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.



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Mike Weinand
 Supervisor - Collections