**Functional Job Description:**

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| **Company:** | Bluestem Brands, Inc. | M:\Clients\Bluestem\Functional Job Descriptions 2009 2010 2011\Images Video\Customer Service Representative\IMG_0719.JPG | M:\Clients\Bluestem\Functional Job Descriptions 2009 2010 2011\Images Video\Customer Service Representative\IMG_0711.JPG |
| **Job Title:** | Customer Service Representative |
| **Date:** | 5-28-14 |
| **Dept/Facility:** | Call Center, St. Cloud, MN |
| **Product Section:** | Customer Service |
| **Electronic Doc. #** | FJD Customer Service Representative 5-2014 FINAL |

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| **Work Hours** | **Overtime:** | Voluntary and/or mandatory per production requirements. | **Breaks:** | Two15 minute breaks, one 30 minute lunch break. |
| **Shift:** | **Days of week:** | **Time:** |
| First  | Monday through Friday, 40 hour workweek with 6 to 10 hour days per individual, rotates between schedules within 8:00 AM to 8:00 PM time frame | Typical schedule: | Monday: 8 AM to 6:30 PMTuesday/Wednesday: 8 AM to 4:30 PMThursday 8:00 AM to 2:00 PMFriday 8:00 AM to 4:30 PM |

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| **Job Rotation** | Yes |

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| **Job Training or Credentials Required at Hire** | **Education/ training:** | High School Diploma or GED with one year experience. |
| **Knowledge/ cognitive skills:** | Basic math, reading, writing and oral communication skills. Ability to organize work tasks and work independently or as part of a team. |

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| **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** | Effectively listens, engages in conversation and builds a relationship with internal and external customers by answering interactions across multiple platforms in an efficient, courteous and accurate manner. This includes identifying customer issues quickly, making quality decisions and multitasking. Agents will demonstrate strong verbal and written communication skills, a professional attitude, excellent dependability, ability to handle stressful situations, strong computer skills, flexibility in a fast-paced environment and the ability to learn quickly and think on their feet. *(Obtained from Customer Service Representative job description from HR.)* |

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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[ ]  Back Support\* | [ ]  Safety Goggles[ ]  Hearing Protection\*[ ]  Compensatory methods to mitigate heat | [ ]  Rubberized/cloth\*[ ]  Chemical  |

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| **Safety/ Equipment Training/ Certification Required** | [x]  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)[x]  Supervisor Safety Updates |
| [ ]  Stand-up Reach Truck |
| [ ]  Order Picker |
| **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. |
| 1. **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, 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*. | ***Traditional seated workstation***M:\Clients\Bluestem\Functional Job Descriptions 2009 2010 2011\Images Video\Customer Service Representative\IMG_0719.JPG***Sit/stand workstation-seated configuration***M:\Clients\Bluestem\Functional Job Descriptions 2009 2010 2011\Images Video\Customer Service Representative\IMG_0705.JPG***Sit/stand workstation-standing configuration***M:\Clients\Bluestem\Functional Job Descriptions 2009 2010 2011\Images Video\Customer Service Representative\IMG_0711.JPG |
| 1. **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 including:* **FOP (Fingerhut Order Processing**), merchant system
* **GAD**, telephone system
* **Evolve**, credit processing
* **Aspect**, scheduling
* **Tracking** **system**
* Other software as needed
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| 1. **Take customer calls (remainder of shift)**

Via the telephone system integrated into the computer take customer 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 and call duration (time per call) throughout the shift include:

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|  | **Criteria** | **Calls per hours (range)** | **Performance goals (time per call, minutes:seconds)** |
| **Gettington** | Maximum | 7-12 | 5:00 or less |
| Minimum | 4-8 | 5:31 or more |
| Average | 5-10 | 5:01 to 5:30 |
| **Fingerhut** | Maximum | 8-13 | 4:53 or less |
| Minimum | 4-9 | 5:19 or more |
| Average | 9-12 | 4:54 to 5:18 |

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| 1. **End of shift shutdown (2 to 3 minutes)**

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

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| **Physical Factors** |

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| **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** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **F** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **O** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| **Hand Use** |  | **Sensory** |  | **Communication** |  |

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| **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 |
| **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 |  |  |  |  |  |

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| --- | --- | --- |
| **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 open concept floor plan with cubicles with HVAC controlled environment. |
| Indoor Work |  |  |  |  |  |
| Heat |  |  |  |  |  |
| Cold |  |  |  |  |  |
| Wet/ Humid |  |  |  |  |  |
| Hearing Protection |  |  |  |  |  |
| Vibration |  |  |  |  |  |
| Fumes/Gases/Orders |  |  |  |  |  |
| 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 | Jeff W.jpgThis 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 CPECertified Professional ErgonomistLicensed Physical TherapistErgoSystems Consulting Group, Inc.19285 Shady Hills RoadMinneapolis, MN 55331952-401-9296mark.anderson@ergosystemsconsulting.com[www.ergosystemsconsulting.com](http://www.ergosystemsconsulting.com) | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Jeff WolsethManager - Occupational Safety and Health L:\Clients\Bluestem\Functional Job Descriptions 2009 2010 2011\Images Video\Signatures\D Petermeier copy.jpg |
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| Danette PetermeierSupervisor - Customer Service  |