
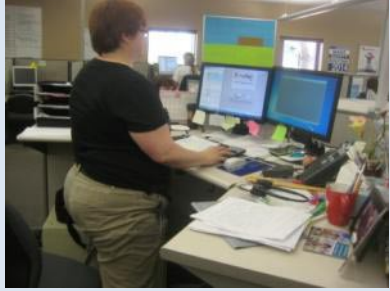


Functional Job Description:

Company:	Bluestem Brands, Inc.	 
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	

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 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 PM Tuesday/Wednesday: 8 AM to 4:30 PM Thursday 8:00 AM to 2:00 PM Friday 8:00 AM to 4:30 PM

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.

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. <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"/> 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"/> Rubberized/cloth*
		<input type="checkbox"/> Fall Protection Harness	<input type="checkbox"/> Hearing Protection*	<input type="checkbox"/> Chemical
		<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).

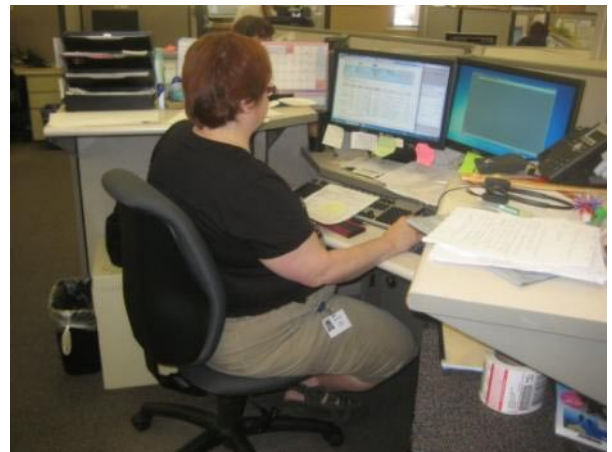
**Note: Based on the particular individual, workstation configuration options include either a traditional seated height desk or an option for a sit/stand desk with work surface height controlled by the user.*

With the sit/stand configuration the user is able to alternate between a seated and standing position based on personal preference throughout the shift.

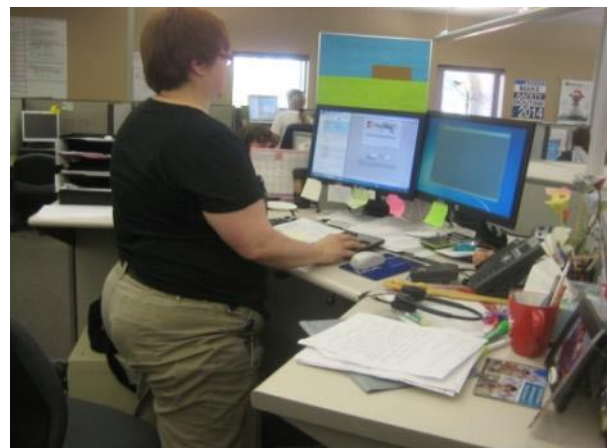
Traditional seated workstation



Sit/stand workstation-seated configuration



Sit/stand workstation-standing configuration



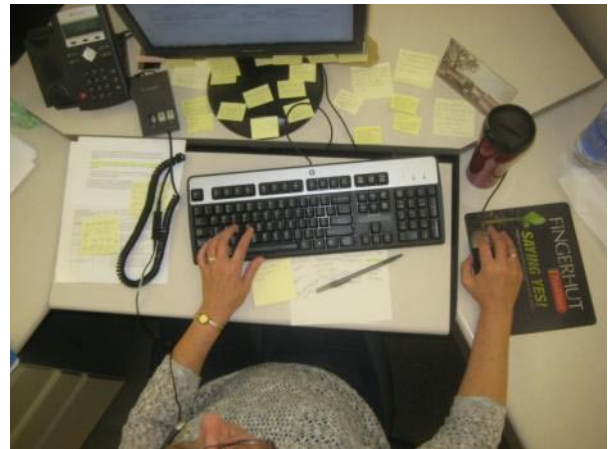
3. Turn on computer, clock in and bring up software systems (3 to 5 minutes)

Turn on the computer.

Clock in via the computer.

Bring up required software systems including:

- **FOP (Fingerhut Order Processing)**, merchant system
- **GAD**, telephone system
- **Evolve**, credit processing
- **Aspect**, scheduling
- **Tracking system**
- Other software as needed



4. 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:

	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



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

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

Environmental Factors	Exposure Level					Key/Comments											
	N	R	O	F	C												
Outdoor Work						<table border="1"> <tr> <td rowspan="5">Key</td> <td>C - Continuous: 67 to 100% of shift</td> <td style="background-color: red;"></td> </tr> <tr> <td>F - Frequent: 34 to 66% of shift</td> <td style="background-color: orange;"></td> </tr> <tr> <td>O - Occasional: 6 to 33% of shift</td> <td style="background-color: yellow;"></td> </tr> <tr> <td>R - Rarely: up to 5% of shift</td> <td style="background-color: blue;"></td> </tr> <tr> <td>N - Never: 0% of shift</td> <td style="background-color: 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		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	
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Heat																	
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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

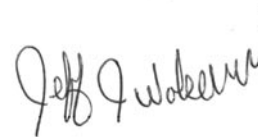
This Functional Job Description was completed through an on-site job analysis by a certified professional ergonomist/licensed physical therapist. It is for the purpose of identifying and quantifying the physical functional requirements of this job. The Functional Job Description should not be construed 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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This Functional Job Description has been reviewed by company representatives and is believed to be an accurate representation of most of the job content.



Jeff Wolseth
 Manager - Occupational Safety and Health



Danette Petermeier
 Supervisor - Customer Service