Functional Job Description: Returns Processor

Company:	Fingerhut Fulfillment, Inc.
Job Title:	Returns Processor
Date:	9/28/2009
Dept/Facility:	West DC, St. Cloud, MN
Product Section:	Returns
Electronic Doc. #	FJD Returns Processor 9-2009 FINAL

Work Hours	**Overtime:**	Voluntary and/or mandatory per production requirements.	**Breaks:**	10 minutes every two hours, one 30 minute lunch break.
	Shift:	**Days of week:**		**Time:**
	First	Monday-Friday		6:00 AM to 2:30 PM

Job Rotation	Yes

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	Hand held scanner, hand taper, PC, pens, markers, knife, scissors, staple puller, foot pump hydraulic lift table, label printer.

Job Purpose/ Objectives	Processes merchandise returns for final disposition.

Safety and Personal Protective Equipment Required *Available

- ☐ Hard Hat
- ☐ Face Shield
- ☐ Dust Mask
- ☒ Steel Toe Footwear
- ☐ Protective Clothing
- ☐ Safety Vest
- ☐ Fall Protection Harness
- ☒ Back Support*
- ☐ Safety Glasses
- ☐ Safety Glasses/Side Shields
- ☐ Safety Goggles
- ☒ Hearing Protection*
- ☒ Compensatory methods to mitigate heat
- Gloves:
- ☐ Leather
- ☒ Rubberized/cloth*
- ☐ Chemical

Safety/ Equipment Training/ Certification Required

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

Functional Job Elements (Refer to video clip for complete details)	**% of**

			Shift
1. Move merchandise from conveyor onto workbench • Merchandise is manually moved from conveyor onto workbench (height: 33"). • Weight up to 50#. • Average weight: 15#. • Foot pump hydraulic lift cart is available to transfer heavier materials.			**25**
2. Process return • Box is cut open with knife. • Paper work is processed. • Customer information is input into the PC. • Contents are removed. • Contents are inspected.	 	 	**50**
3. Merchandise disposition is determined /accomplished • Merchandise is repacked or disposed of. • Heat sealer is used, as needed, to seal merchandise in new plastic bags. • Tote is used to hold smaller items-it is manually lifted onto the conveyor and a new tote is staged. • Returned merchandise is transported to returns area. • Trash can in workstation used for trash. When full, handled by line support. • Shipping box, if not reused, is placed on the conveyor.	 	 	**25**

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	R (blue)	R (blue)	R (blue)	R (blue)			
25		O (yellow)		O (yellow)	R (blue)	R (blue)	R (blue)
15		O (yellow), F (orange)	O (yellow)	O (yellow), F (orange)	O (yellow)	O (yellow)	O (yellow)
10							
5					F (orange)		
0	green	green	green	green	green	green	green
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

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		orange	orange										orange	
O		orange	orange					yellow					orange	
R							blue	yellow	blue				orange	blue
N	green	orange	orange	green	green	green	green	yellow	green	green	green	green	orange	blue

Head/Neck

Exp	Flex Static	Ext Static	Rot Static	Flex Dyn	Ext Dyn	Rot Dyn
C						
F						
O				yellow	yellow	yellow
R	blue	blue	blue	yellow	yellow	yellow
N	blue	blue	blue	yellow	yellow	yellow

Hand Use

Exp	Simple Grasp	Firm Grasp	Fine Manip
C			
F	orange		
O	orange	yellow	
R	orange	yellow	blue
N	orange	yellow	blue

Sensory

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

Communication

Exp	Talk	Read	Write	Hand Signal
C				
F				
O	yellow	yellow		
R	yellow	yellow	blue	
N	yellow	yellow	blue	green

Key

Code	Description	Color
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

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	N				
Indoor Work	C	C	C	C	C
Heat	O	O	O		
Cold	N				
Wet/ Humid	N				
Hearing Protection	N				
Vibration	N				
Fumes/Gases/Orders	N				
Dust	R	R			
Moving Objects	R	R			
Electrical	N				
Chemical	N				
Protected Work Heights	N				
Unprotected Work Heights	N				
Flying Debris	N				
Lighting (Inadequate/Excessive)	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	

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.

Position eligible to be considered for temporary modification in conjunction with a Return to Work transitional duty program agreement: Yes
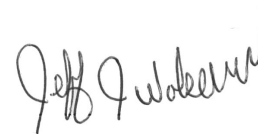
This Functional Job Description was completed through an on-site job analysis by a certified professional ergonomist/licensed physical therapist. It is for the purpose of identifying and quantifying the physical functional requirements of this job. The Functional Job Description should not be construed 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.

Mark A Anderson, MA, PT CPE
Certified Professional Economist
Licensed Physical Therapist

ErgoSystems Consulting Group, Inc.
19285 Shady Hills Road
Minneapolis, MN 55331
952-401-9296
mark.anderson@ergosystemsconsulting.com
www.ergosystemsconsulting.com

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

Tom Johnstone
Manager - Returns Operations