**Functional Job Description: Returns Processor-Nonconvey**

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| ***Company:*** | Fingerhut Fulfillment, Inc. | *K:\Clients\Fingerhut\Functional Job Descriptions 2009\Images Video\Returns Processor Non-convey\1.bmp* | *K:\Clients\Fingerhut\Functional Job Descriptions 2009\Images Video\Returns Processor Non-convey\6.bmp* |
| **Job Title:** | Returns Processor-Nonconvey |
| **Date:** | 9/28/2009 |
| **Dept/Facility:** | West DC, St. Cloud, MN |
| **Product Section:** | Returns |
| **Electronic Doc. #** | FJD Returns Processor-Nonconvey 9-2009 FINAL |

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| **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 | |

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| **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. |

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| **Machines, Tools and/or Equipment Used** | Hand held scanner, hand taper, PC, pens, markers, knife, scissors, staple puller, hydraulic scissors lift, label printer. |

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| **Job Purpose/ Objectives** | Processes merchandise returns for final disposition that are larger/heavier than can be handled at the Returns Processor workstation |

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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** | 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)  Supervisor Safety Updates |
| Stand-up Reach Truck |
| Order Picker |

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| **Functional Job Elements (Refer to video clip for complete details)** | | | **% of Shift** |
| 1. **Move merchandise from conveyor onto workbench**  * Merchandise brought into workstation on pallets via roller conveyor. * Merchandise manually moved from conveyor onto workbench (height: 33”) or processed in place on pallet on conveyor * Weight up to 150# (team lift and/or equipment). * Up to 75# per individual | K:\Clients\Fingerhut\Functional Job Descriptions 2009\Images Video\Returns Processor Non-convey\1.bmp | K:\Clients\Fingerhut\Functional Job Descriptions 2009\Images Video\Returns Processor Non-convey\7.bmp | **20** |
| 1. **Process return**  * Box is cut open with knife. * Paper work is processed. * Customer information is input into the PC. * Contents are removed for inspection or inspected in place. | K:\Clients\Fingerhut\Functional Job Descriptions 2009\Images Video\Returns Processor Non-convey\1.bmp | K:\Clients\Fingerhut\Functional Job Descriptions 2009\Images Video\Returns Processor Non-convey\2.bmp | **45** |
| K:\Clients\Fingerhut\Functional Job Descriptions 2009\Images Video\Returns Processor Non-convey\8.bmp | K:\Clients\Fingerhut\Functional Job Descriptions 2009\Images Video\Returns Processor Non-convey\014.bmp |
| 1. **Merchandise disposition is determined /accomplished**  * Merchandise is repacked or disposed of. * Box is taped closed. * Returned merchandise is transported to returns area. | K:\Clients\Fingerhut\Functional Job Descriptions 2009\Images Video\Returns Processor Non-convey\4.bmp | K:\Clients\Fingerhut\Functional Job Descriptions 2009\Images Video\Returns Processor Non-convey\5.bmp | **25** |
| K:\Clients\Fingerhut\Functional Job Descriptions 2009\Images Video\Returns Processor Non-convey\6.bmp | K:\Clients\Fingerhut\Functional Job Descriptions 2009\Images Video\Returns Processor Non-convey\013.bmp |

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| 1. **Workstation prepped**  * Trash can in workstation used for trash. When full handled by line support. * Pallet is removed from roller conveyor. * Next pallet is pushed down the roller conveyor into position for processing. | K:\Clients\Fingerhut\Functional Job Descriptions 2009\Images Video\Returns Processor Non-convey\010.bmp | K:\Clients\Fingerhut\Functional Job Descriptions 2009\Images Video\Returns Processor Non-convey\012.bmp | **10** |

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| **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*** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| ***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** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| **Hand Use** | | | |  | **Sensory** | | | | |  | **Communication** | | | |  | |  |  |  | | --- | --- | --- | | **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** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| **Environmental Factors** | **Exposure Level** | | | | | **Key/Comments** |
| **N** | **R** | **O** | **F** | **C** |
| Outdoor Work |  |  |  |  |  | |  |  |  | | --- | --- | --- | | **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. |
| 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 | This 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 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](mailto:mark.anderson@ergosystemsconsulting.com)  [www.ergosystemsconsulting.com](http://www.ergosystemsconsulting.com) | **Jeff W.jpg**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Jeff Wolseth  Manager - Occupational Safety and Health  Tom J1.jpg |
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| Tom Johnstone  Manager - Returns Operations |