

Functional Job Description: Returns Processor-Nonconvey

Company:	Fingerhut Fulfillment, Inc.		
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		

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
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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.

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	<input type="checkbox"/> Hard Hat <input type="checkbox"/> Face Shield <input type="checkbox"/> Dust Mask	<input checked="" type="checkbox"/> Steel Toe Footwear <input type="checkbox"/> Protective Clothing <input type="checkbox"/> Safety Vest <input type="checkbox"/> Fall Protection Harness <input checked="" type="checkbox"/> Back Support*	<input type="checkbox"/> Safety Glasses <input type="checkbox"/> Safety Glasses/Side Shields <input type="checkbox"/> Safety Goggles <input checked="" type="checkbox"/> Hearing Protection* <input checked="" type="checkbox"/> Compensatory methods to mitigate heat	Gloves: <input type="checkbox"/> Leather <input checked="" type="checkbox"/> Rubberized/cloth* <input type="checkbox"/> Chemical
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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 checked="" type="checkbox"/> Pallet Jack <input type="checkbox"/> Forklift (sit down) <input type="checkbox"/> Stand-up Reach Truck <input type="checkbox"/> Order Picker	<input checked="" 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 (Refer to video clip for complete details)	% of Shift
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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



20

2. 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.



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3. Merchandise disposition is determined /accomplished

- Merchandise is repacked or disposed of.
- Box is taped closed.
- Returned merchandise is transported to returns area.



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4. 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.



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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														
	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																																													
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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	N	R	O	F	C	N	R	O	F	C

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

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

Hand Use

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

Sensory

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

Communication

Exp	Talk	Read	Write	Hand Signal
C				
F				
O				
R				
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	

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>Orange</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 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.</p>	Key	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
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Indoor Work	Red	Red	Red	Red	Red												
Heat	Yellow	Yellow	Yellow														
Cold	Green																
Wet/ Humid	Green																
Hearing Protection	Green																
Vibration	Green																
Fumes/Gases/Orders	Green																
Dust	Blue	Blue															
Moving Objects	Blue	Blue															
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

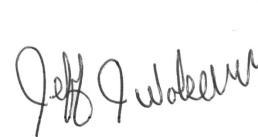
This Functional Job Description was completed through an on-site job analysis by a certified professional ergonomist/licensed physical therapist. It is for the purpose of identifying and quantifying the physical functional requirements of this job. The Functional Job Description should not be construed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



Tom Johnstone
 Manager - Returns Operations