

Len Busch Roses
Job Description

Job Title: Order Filler
Department: Operations
Reports To: Order Fulfillment Supervisor
Prepared By: Human Resources, Director of Wholesale Operations
Prepared Date: 08/04/2008
Approved By:
Approved Date:

Summary

Performs order picking, packing, and confirming all sales orders in a timely and efficient manner.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Utilizing sales order picks ticket, pulls packs and confirms all items on the order. Notifies the department lead of any shortages. Takes pick tickets as they are generated and separate them according to route, time and carrier. During picking and packing check for damaged product and notify the department lead of discrepancies. Gives priority to will-call and carrier orders.
- Learn and gain understanding of all LBR products.
- Responsible to complete all fields of the pick sheet, listing the quantity picked not just making a check mark, and signs the pick sheet. Picks the item and quantity listed on the pick sheet and packs all product in a fashion that will not cause or allow damage during normal shipment. Packs in temperature protection boxes when listed on the sales order.
- Recommends process changes to improve productivity, safety and quality.
- Comply with all company safety rules.
- Keep his/her area clean and safe.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

Language Skills

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Mathematical Skills

Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

Reasoning Ability

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Computer Skills

To perform this job successfully, an individual should have knowledge of Solomon Inventory software and Solomon Order processing systems and Microsoft Outlook e-mail software.

Certificates, Licenses, Registrations

Other Skills and Abilities

Ability to work Sundays.

Willing to work more than 40 hours per week and maintain excellent attendance.

Work as a team player..

Capable of working in both the green house and cooler at 34 degrees.

Forklift certification is a plus.

Physical Demands The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1.) Amount of time spent: In an 8 hour day (employees typically work first shift hours with overtime as needed) an employee will:

- a. Sit 1-2 hours, while completing paperwork, during breaks, etc.
- b. Stand 4-5 hours, during bouquet production, when using the computer, etc.
- c. Walk 3-4 hours, while walking to/from break areas, around work stations, to/from warehouse, while moving material and finished product, etc.

Scale:	Never	Rare (1-5%/day)	Occasionally (6-33%)	Frequently (34-66%)	Constantly (67-100%)
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2). Positional Demands

- a. Cervical Flexion **Frequently** – while looking down to complete paperwork, while working on bouquet production line, (desleeving/deleafing flowers, chopping, banding, etc.), assembling boxes, retrieving materials from low shelves, emptying garbage cans, etc.
- b. Cervical Extension **Occasionally** - looking up to retrieve material stored at high heights, stacking empty boxes, placing flower pots on overhead conveyor, etc.
- c. Cervical Rotation **Frequently** – to view work area, when placing flowers on conveyor, when retrieving stock materials from shelves, while pushing a dolly/cart filled with materials to view path, etc.
- d. Trunk Flexion **Frequently**- when retrieving materials from shelves, pallets, carts and buckets at low levels, to view path when pushing carts, etc.
- e. Trunk Extension **Rarely** – when standing and retrieving items from shelves at high levels, etc.
- f. Trunk Rotation **Frequently** – to look around the work area, when placing flowers on conveyor, when retrieving stock materials from shelves, while pushing a dolly/cart filled with materials to view path, etc.

- g. Squatting **Occasionally** – when retrieving items from pallets, shelves, carts and buckets at low levels, etc.
- h. Kneeling **Rarely** – when retrieving items from pallets, shelves, carts and buckets at low levels as an alternative to squatting, etc.
- i. Reach at/Above Shoulder **Occasionally** –while stacking boxes on pallets (up to 78" height), when retrieving product from storage area, when placing potted plants on overhead conveyor (51"), etc.
- k. Reach Below Shoulder **Constantly** – while completing paperwork and using computer/mouse/keyboard, while working on bouquet production line, (desleeving/deleafing flowers, chopping, banding, etc.), assembling boxes, retrieving materials from low shelves, emptying garbage cans, etc.
- l. Firm Grasping **Constantly** –pushing/pulling carts/dollies/pallet jacks, handling buckets/boxes of flowers and bouquets, assembling boxes, using tape gun and clippers, emptying garbage, etc.
- m. Fine Manipulation **Constantly** – while completing paperwork and using computer/mouse/keyboard, while working on bouquet production line, (desleeving/deleafing flowers, chopping, banding, etc.), assembling boxes, etc.

2). Positional Demands

- n. Climb Stairs/Ladder **Rarely** – when retrieving product stored at heights.
- o. Repetitive Foot Mvmt. **Never**
- p. Balance **Occasionally** – on even surfaces only when leaning over movable trays to pick up potted plants (40" reach), etc.

3). Lifting Demands

- a. Waist to Waist Lift **Frequently** – flats of flowers (42#, 40/hour), garbage bags (sample 15#, 2x/hour), buckets of flowers, (weights vary depending on amount of water in bucket and type of flower -samples 14.5#, 19#, 26#), flower bundles (.5#-1.5#), crates (3#), boxes of flower food (25#), etc.
- b. Waist to Floor Lift **Frequently** – flats of flowers (42#, 40/hour), garbage bags (sample 15#, 2x/hour), buckets of flowers, (weights vary depending on amount of water in bucket and type of flower -samples 14.5#, 19#, 26#), flower bundles (.5#-1.5#), empty crates (3#), boxes of flower food (25#), etc.
- c. Waist to Eye Lift **Occasionally** – stacking empty boxes on pallets (up to 78" height), when retrieving product from storage area (cart shelf height 59"), when placing potted plants on overhead conveyor (51"), etc.

4). Carrying Demands

- a. Bilateral **Frequently** – flats of flowers (42#, 40/hour), garbage bags (sample 15#, 2x/hour), flower bundles (.5#-1.5#), empty crates (3#), boxes of flower food (25#), etc.

b. One-handed

Frequently – buckets of flowers, (weights vary depending on amount of water in bucket and type of flower -samples 14.5#, 19#, 26#), garbage bags (sample 15#, 2x/hour), flower bundles (.5#-1.5#), empty crates (3#), etc.

5). Push/Pull Demands

a. Push/Pull

Occasionally – push/pull carts within any of the production or warehouse areas, (force varies based upon cart used and amount of material on the cart; sample push 16.5#, 20#; pull 12#, 24#); opening/closing sliding doors (12-13# force), etc.

Specific vision abilities required by this job include close vision and color vision.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is occasionally exposed to wet and/or humid conditions and extreme cold. The noise level in the work environment is usually moderate.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.
- Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
- Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

Other Qualifications