

COMMERCIAL DOORS, FRAMES & HARDWARE - TOILET PARTITIONS & ACCESSORIES - SUPPLY - ACCESS CONTROLS

STAGER

CUSTOMER SERVICE REPRESENTATIVE

Summary:

Stage orders as needed, fill orders for customers, put up stock, perform weekly cycle counts

- Greet customers, determine what they are picking up or where they need to go
- Locate printed orders in the office prior to pulling material; verify ticket information to be sure you have correct job and/or material.
- If multiple tickets are located, check to see if customer is ready to take materials for other tickets/jobs
- Assist with weekly cycle counts, quarterly Inventory and year-end inventory
- Clean up driveway and warehouse area. Observe safety practices
- Report any departures from established safety practices
- If certified by Hull Supply, operate forklift
- Use door and pallet jacks
- Tag and stage doors coming from LamRite Complete.
- Other duties as assigned
- Pull material for sales orders on a first come-first served basis
- Double check items pulled against the sales order
- Load vehicles safely and securely. Do not offer to tie down or secure any loads. It is the customer's responsibility to secure their own load.
- Stage orders as directed by Will Call Coordinator:
 - Work with Will Call Coordinator to locate and gather all materials for each order
 - If possible, stage all materials in one staging location. If the size of the materials will not allow for staging in one location, try to keep materials for the same order staged closely together
 - Take pictures of all staged materials and upload to server using TTT program
 - Note location of staged material in MAS200 and on paperwork
 - Get entire order checked for Quality Control (QC) before turning in completed paperwork
- Scan bar codes
- Take pictures of all items given to every customer using the TTT program. Upload these pictures to the server regularly
- Notify supervisor of any negative comments from customers
- Verify materials loaded with customer, noting quantity and inform them of any backordered material
- Always get customer's printed name, signature and date of pickup on ticket
- If substitutions are made, make sure that salesperson or sales order reviewer have made appropriate changes in MAS200 before proceeding.
- Note items that must be back ordered clearly on sales orders
- Report errors to supervisor so they can be properly logged
- Restock shelves as new material arrives



See next page for Requirements and Qualifications



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Requirements / qualifications:

- Great Customer Service skills: Courteous, personable, alert, listens well, communicates well; cooperative team player for customer service team
- Possess basic computer skills: be able to use windows, forms, the internet, and have a familiarity with MAS200, Word, Excel, Outlook, Acrobat
- Read numerical codes without transposing numbers
- Be able to use simple filing system
- Be able to multi-task
- Possess good basic math skills: multiply, add
- Be able to work with measurements and read tape measures to 1/32" accuracy
- Be able to lift 75-100 lbs, repeatedly, throughout day
- Possess knowledge of product, item codes, and location of items in warehouse
- Forklift operation
- Excellent attendance and promptness

These statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Employee Name

Date Received

Supervisor Name

Date Approved

Rick Hull, CEO

Date Approved