

**Last Revised:** 01-27-17

**Position Title:** Order Puller

**Job Code:** SRC – WH

**Position Reports to:** Warehouse Lead

**Salary Grade:** Shipping/Rec

**FLSA Status:** Exempt

### **Major Role**

Consistent with the vision and values of American Tombow, the Order Puller will be responsible for all aspects of pulling and shipping orders within ATI. The Order Puller will verify and maintain records on outgoing shipments and prepares items for shipping.

### **Responsibilities**

- Understand the different order baskets and take orders according to the order of importance for pulling.
- Pull orders according to the order form and re-check them to ensure accuracy. Address any misprints, false quantities and any special messages notated on the order or picking document.
- Transport items to packing area and pack the items into the appropriate sized shipping cartons and according to the customer specifications.
- Prep any items required as specified by customers. Requires labeling and repacking into additional bag and re-label depending on the product.
- Label boxes according to mixed product packages and less than full case quantity packages.
- Determines method of shipment utilizing knowledge of shipping procedures, routing guides and rates.
- Affixes shipping labels on packed cartons identifying shipping information on cartons. Includes customers such as Michael's, Costco, Hobby Lobby and Office Depot which requires matching the specific SKU label with the actual product. In addition, the appropriate packing documentation for those specific orders must be applied.
- Quality checking orders to ensure accuracy before processing order on pack station
- Distinguish between carriers and load/pack/palletize orders accordingly

#### **ADDITIONAL ACTIVITIES – performed by Order Pullers**

- Assembles cardboard containers for shipping products, and binds containers using tape machine.
- Inserts items into shipping cartons, using spacers, fillers, and protective padding to avoid damage to product during shipping.
- Restocking ABT inventory which requires the use of a knife to remove the end of the box for individual box assortment to be displayed and pulled.
- Cutting down boxes and placing into box bins at end of aisle.
- Replenish inventory of shipping materials and supplies from supply area.
- Operate forklift to pull product located in non-floor level locations. (Requires forklift usage certification)
- May use hand-truck to move, convey, or hoist shipments from shipping-and-receiving platform to storage or work area. Also to move completed palletized shipments to the freight trucks/containers.
- Direct truck drivers to staged shipments in the warehouse and completing shipping documentation when required.
- Direct/assist internal personnel in preparing documentation for outgoing shipments.
- Assist with unloading containers from company factories when required.
- Productivity is key – must be able to keep up with the fast-paced environment.
- Must be able to adapt to consistent changes to meet the demands of our evolving business.
- General clean-up including floor cleaning required by all warehouse personnel to help maintain a clean & safe working environment.
- Perform other duties as assigned, as well as duties that are unique and/or specific to assigned department.

## **Key Performance Indicators**

- Achieve identified order pulling productivity goals as set by Warehouse Lead and Operations Manager daily.
- Maintain less than 1% error rate/month on orders. Pulled as measured by Operations Manager.

## **Qualifications**

### Education and Experience:

- High School
- Experience desired but not required
- Computer knowledge
- Must be able to read and understand the picking documents
- Must have basic math skills

### Business Systems Knowledge:

- Experience in Microsoft Dynamics NAV desired but not required

### Key Competencies:

- Detail oriented
- Interpersonal and communication skills
- Customer focus
- Ability to collaborate and function in a team environment

## **Work Environment**

Work is typically performed in a warehouse setting while standing or moving throughout the warehouse. There may be periods when the working environment or temperature is warmer or colder than usual. Depending on workload and deadline requirements, may be required to work more hours than normal during peak shipping days.

## **Position Specifications**

Direct Reports:	None
Line Manager:	Warehouse Lead
Department:	Warehouse
Date Posted:	1-27-17