

---

Job Title:	CSC Representative	FLSA:	FT or PT/Non-Exempt
Department:	Distribution Operations	EEO:	
Reports To (position):	CSC Manager	Job Classification:	Laborer
Completed By:	Jamie Jenna Soto	Date Created:	3/4/2013
Approved By:		Date Revised:	03/11/2021
Document Reference:	2016CSCREP	Date Reviewed:	

---

**Job Summary:**

To fulfill the everyday responsibilities within a CSC location. Ability to pick and pack orders, assist with unloading sea freight and assisting with packing transfer orders for other CSC locations.

---

**Duties and Responsibilities:**

1. Pick, pack and process all orders
2. Unload and receive all incoming shipments, returns, etc
3. Use of forklift and other warehouse equipment when necessary
4. Assist with double checking orders for accuracy to reduce shipping errors.
5. Communicate with other departments to stay informed on specials, promotions and to assure order accuracy.
6. Perform face to face and telephone customer service to all incoming customer inquiries.
7. Maintain safe and clean environment by keeping warehouse, pallet areas and workstation(s) neat and maintain clean shipping supply area.
8. Performs all other duties as assigned by CSC Manager
9. Must adhere to all company policies and safety rules.
10. Flexibility with scheduling required
11. Travel may be required

**Job Title:** *CSC Representative*

---

**Education, Experience, Skills and Abilities Required for Consideration as a Candidate:**

1. High School Diploma or Equivalent
  2. One to two years experience in Warehouse or Customer Service setting
  3. Strong verbal and written skills
  4. Ability to organize, manage and control workflow; ability to meet deadlines.
  5. Proficient in Microsoft Outlook, Word and Excel
- 

**Education, Experience, Skills and Abilities Preferred:**

1. One to three years experience with UPS, FedEx or other logistics platforms
  2. One to three years working experience with enterprise database systems: JD Edwards, Oracle or SAP
- 

**Competencies (if applicable):**

Business Acumen  
Strong Communication  
Decision Quality  
Ethics & Values  
Listening  
Planning  
Priority Setting  
Problem Solving  
Drive for Results  
Building Effective Teams

---

**Job Title:** CSC Representative

---

**How Much Supervision is Required:**

\_\_\_\_\_ Limited: Employee generally proceeds on their own initiative in compliance of company's policy and procedures. The employee is able to train others.

X  General: Involves light guidance and provides help/assistance rarely and generally only at the request of the employee.

---

**Financial Responsibility:**

List any signature authority, budget controls and expenditures levels

- No financial responsibility
- 

**Confidentiality:**

List level of confidentiality such as proprietary, financial, personnel, strategic

- Exposure to strategic planning information when necessary and applicable
  - Customer specifications and product specifications
- 

**Decision Making:**

What level of decision making does this position have, including effect on policies and procedures; does this position develop, recommend, approve or have final authority, etc.

This position requires minimal decision making requirements. Any decisions that may have financial or legal implications to the company must be escalated to the CSC Manager and/or Director of Supply Chain Operations.

---

*Disclaimer: The statements included herein are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. The Company retains the right to add to or change the duties of this position at its discretion.*

---

Job Title: CSC Representative

**I. Physical Requirements of this Position**

**A. How much on-the-job time is spent performing the following physical activities?**

Physical Activity	Amount of Time			
	None	Less than 1/3	1/3 to 2/3	More than 2/3
Standing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sitting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use hands to finger, handle, or feel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reach with hands and arms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Climb or balance	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Stoop, kneel, crouch, or crawl	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Talk or hear	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taste or smell	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**In an average workday, the employee primarily performs: (Check one)**

- Sedentary Work:** Lifting 10 lbs. Maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Repetitive motion of hand and finger movement to manually input data using a keyboard may be required for up to eight hours a day. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.
- Medium Work:** Lifting 50 lbs. Maximum with frequent lifting and/or carrying of object weighing up to 25 lbs.
- Heavy Work:** Lifting 100 lbs. Maximum with frequent lifting and/or carrying of object weighing up to 50 lbs.

**B. Visual Acuity Requirements of this position including color, depth perception and field of vision (Check one)**

- Close Vision:** Clear vision at 20" or less.
- Distance Vision:** Clear vision at 20' or more.
- Peripheral Vision:** Ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point.
- Depth Perception:** Three-dimensional vision, ability to judge distances and spatial relationships.
- Ability to Adjust Focus:** Ability to adjust the eye to bring an object into sharp focus.
- No special vision requirements.**

**C. Select the level of noise that is typical in the work environment for this job: (Check one)**

- Very quiet conditions** (Examples: forest trail, isolation booth for hearing test)
- Quiet conditions** (Examples: library, private office)
- Moderate noise** (Examples: business office with typewriters and/or computer printers, light traffic)
- Loud noise** (Examples: normal shop conditions)
- Very loud noise** (Examples: jack hammer work, metal can manufacturing department)

*Job Title: CSC Representative*

**II. Work Environment**

**A. How much exposure to the following environmental conditions does this job require?**

<b>Environmental Conditions</b>	<b>Amount of Time</b>			
	<b>None</b>	<b>Less than 1/3</b>	<b>1/3 to 2/3</b>	<b>More than 2/3</b>
Wet or humid conditions (non-weather)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work near moving mechanical parts	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work in high, precarious places	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fumes or airborne particles	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Toxic or caustic chemicals	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outdoor weather conditions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extreme cold (non-weather)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extreme heat (non-weather)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Risk of electrical shock	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work with explosives	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Risk of radiation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vibration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work/job-related travel	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**B. Additional physical requirements and/or environmental conditions not mentioned above:**

Completed By: Jenna Bryant

Date: 02/12/2018

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