



Job Description

Updated 6/2/04

Job Title: Order Puller

Summary

An Order Puller must strive to provide great customer service by accurately preparing customer orders for delivery.

Essential Duties and Responsibilities, Include but are not limited to

- A. Assembling customer deliveries and loads the product on delivery trucks.
- B. Acting as the dispatcher by giving estimated delivery dates to team players in the absence of the Yard Manager or Team Leader.
- C. Staging deliveries so that they can be made as efficiently as possible.
- D. Ensuring the driver has proper instructions before they leave for deliveries.
- E. Helping provide customer service coverage whenever possible.
- F. Presenting a consistent, pleasant, customer service oriented image to customers.
- G. Providing appropriate solutions to customers questions
- H. Providing great customer service to exceed a customer's expectations.
- I. Working with other associates in order to complete tasks and achieve budgeted goals.
- J. Ability to maintain a positive customer service attitude when dealing with customers.
- K. Cleaning her/his assigned areas.
- L. Other functions as assigned by her/his supervisor.

Qualifications:

Must have good oral communication skills in order to effectively interact with customers, vendors, and other associates in person and on the telephone. Must be customer service-oriented and team-oriented. Must have good organizational skills. Must be able to effectively manage multiple tasks simultaneously. Must be able to climb up and down ladders, reach, bend, twist, kneel, lift up to 50 lbs., handle large odd shaped items, and stock items in overhead areas. Must be able to accurately count and distinguish merchandise. Must be able to quickly learn to operate a forklift safely and efficiently. Must be able to work a flexible schedule including weekends, evenings, and holidays.



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This job is an hourly position with eligibility for gain-sharing on store performance. There are no guarantees for career progression. This does not mean that you will not be considered for other store positions or opportunities. Marvin's culture is to promote from within and special consideration will be given to Marvin's candidates with experience.

Marvin's, Inc. complies with all applicable equal employment laws, including the Americans with Disabilities Act. Qualified individuals with a disability may request reasonable accommodation from the company.

I have read my job description and understand it.

Print Name

Signature

Date