



Job Title: Field Service Provider/Warehouse Associate **Department:** Sales
Reports to: Director of Programs/Warehouse Manager **Effective Date:** January 2024
Status: Full-time, non-exempt **Location:** Eden Prairie, MN

Summary:

Distinguish Replenex from its competitors by building and maintaining long-term relationships with all stakeholders at our customer’s facility. This position is also responsible for maintaining customer satisfaction by working in a professional and ethical manner with all stakeholders in the shipping process and ensuring the safekeeping, protection, and proper storage of all warehouse goods and products. Ensure the best interests of Replenex and the customer are handled, and all customers are treated fairly and respectfully.

Warehouse Associate Essential Functions:

- Responsible for modeling our core values.
- Maintain a thorough knowledge of products to read customer sales order, shipping order, or requisition to determine items to be moved, gathered, or distributed.
- Convey materials and items from receiving to storage or to other designated area.
- Sort and place materials or items on racks, shelves, or in bins according to predetermined sequence such as size, type, color, or bin location.
- Assemble customer orders from stock, just-in, or cross-docked, and prepares orders for shipment in a timely manner according to customer expectations.
- Properly marks materials with identifying information.
- Records amounts of materials or items received or distributed to properly maintain inventory records.
- Perform cycle counts as directed.
- In partnership with appropriate individuals, document, investigate and resolve shipping and receiving errors.
- Perform general housekeeping duties as directed which include but are not limited to bulb replacement, recycling eligible items, floor sweeping, snow removal of walkways and docking area, and record storage.
- Occasional training of new hires in same position
- Suggest improvements to various warehouse processes when able.
- Participate in development of department programs, systems, procedures, and methods of operation.

Back-up Field Service Provider Essential Functions:

- Provide quick, efficient, and courteous service to Replenex customers including prevention and resolution of problems or complaints.
- Transport Replenex product to customer facilities on schedule in company provided vehicle.
 - Maintain cleanliness of delivery vehicle.
 - Practice safe driving habits.
 - Inspect and assist in fueling and maintenance of vehicle.
- Complete responsibilities for material handling and put away activities based upon account requirement.
- Perform order scanning based upon account requirements.
- Perform cycle-counting inventory activities per scanning or vending areas based upon account requirements.
- Perform general housekeeping activities per scanning or vending areas, as appropriate.
- Work cooperatively with Account Managers and other Replenex employees to:

- Develop and maintain customer relationships.
- Share information, opportunities, customer feedback, or issues.
- Suggest improvements to the various tools and mediums Replenex interfaces with their customer to Replenex employees.
- Reconcile inventory discrepancies.
- Represent Replenex well as an approachable, friendly, service-oriented resource with familiarity with the customer's environment.
- Attend scheduled meetings as directed.

Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

Competencies:

- Excellent communication and customer service skills.
- Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Strong sense of curiosity and problem-solving skills.
- Ability to prioritize tasks and to function well in a high-paced and at times stressful environment.

Supervisory Responsibilities:

- None.

Education and Experience:

- High school diploma or equivalent.
- Two years successful customer service, warehouse, or industrial sales preferred.
- A valid driver's license and clean driving record is required.
- Must have a safe driving record, follow all state and national driving laws, rules, and regulations.
- Ability to accurately follow routes, maps, and directions.

Work Environment:

- Normal hazards associated with a routine manufacturing setting including typical temperature and lighting variations.
- Frequent sitting, standing, walking, repetitive movements, speaking, carrying, and stooping.
- Some computer, phone, and other office equipment use.
- Operate pushcart, pallet trucks, and other material handling equipment.
- Must be able to dead lift up to 50 pounds at times.

Travel Required:

- Product delivery from the Watertown warehouse to Replenex customers.

Other Duties:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Replenex is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status.