

# HICKORY CHAIR®

## JOB DESCRIPTION **SCHEDULING EXPEDITOR**

FLSA – NON-EXEMPT

**Department:** Fabric, Cutting, Sewing, Scheduling

**Reports To:** Cut, Sew & Scheduling Manager

### **SUMMARY:**

This position is responsible for tracking and expediting customer's orders throughout the upholstery system.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE THE FOLLOWING:**

- Review upholstery orders for Frame and Fabric for availability.
- Make any changes on orders per customer service request.
- If order needs to be changed and already released find cut cover and notify frame department.
- Run SAP releases, and print tickets.
- Put tickets together with paperwork in an orderly fashion.
- Maintain a list of all customer rush orders, and ensure orders are properly marked in the system.
- Must work with managers/lead people to move orders efficiently through each dept.
- Responsible for physically finding rush orders, labeling them, and notifying managers/lead people where they are in the system.
- Must use SAP to check the status of orders, and problem solve issues with orders.
- Must work with customer service to provide updates on orders when requested.
- Must notify managers/customer service when there are orders that need urgent attention.
- Reprint upholstery ticket when changes are made and or have been lost.
- Work with Product development to make correction to custom orders so productions tickets are correct.
- Must follow all safety policies and procedures.
- All other duties as assigned.

### **SUPERVISORY RESPONSIBILITIES:**

This job has no supervisory responsibilities.

### **COMPETENCIES:**

To perform the job successfully, an individual should demonstrate the following competencies:

**Ability to Execute** - Targets and achieves results, sets and accomplishes challenging goals, prioritizes and manages tasks effectively, maintains an organized system to monitor progress, overcomes obstacles, accepts accountability, sets standards and responsibilities, may provide leadership/motivation.

**Commitment to Task** - Meets commitments, works independently, accepts ownership of projects and outcomes, takes personal responsibility and sets objectives/standards, stays focused under pressure, meets attendance/punctuality requirements, shows a sense of urgency about getting results.

**Communication** - Clearly exchanges thoughts, ideas and messages through written, verbal and non-verbal methods that promote an understanding with the target audience. Creates accurate and punctual reports, delivers engaging presentations, shares information and ideas with others in a timely manner. Listens carefully and attentively.

**Customer Focus** - For both internal and external customers, builds customer confidence, is committed to increasing customer satisfaction, sets achievable customer expectations, assumes responsibility for solving customer problems, ensures commitments to customers are met in a timely manner, solicits opinions and ideas from customers.

**Diversity** - Supports an inclusive workplace, incorporates different viewpoints and ideas to maximize performance and contributions of employees, develops strengths in team members, deals respectfully with colleagues, customers and vendors at all levels, understands his/her role in building and sustaining a culture of high performance.

**Initiative** - Tackles problems and takes independent action, seeks out new responsibilities, acts on opportunities, generates new ideas, practices self-development, demonstrates a bias for action without prompting.

**Innovation** - Generates new ideas, challenges the status quo, pursues ongoing improvements, supports change, encourages originality, solves problems creatively.

**Quality** - Is attentive to detail and accuracy, is committed to excellence, continuously looks for improvements, finds root cause of problems, owns/acts on problems, seeks opportunities to increase effectiveness and efficiency.

**Safety Mindset** - Promotes a respect for safety, keeps workplace clean and safe, supports safety programs, policies/procedures, takes preventative and corrective action to address potential safety hazards and prevent future injuries, resists temptation to cut corners where safety is concerned, follows all safety related company policies and complies with location specific safety rules, drives safely on and off company property.

#### **QUALIFICATIONS**

The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

##### **Education and/or Experience**

High School Diploma or GED required.

##### **Language Skills**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. May require the ability to write routine reports and correspondence. May require the ability to speak effectively before groups of customers or employees of organization.

##### **Mathematical Skills**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

##### **Reasoning Ability**

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

##### **Computer Skills**

To perform this job successfully, an individual must be proficient in Microsoft Office Suites and computer mainframe. SAP experience a plus.

#### **OTHER QUALIFICATIONS**

This position requires excellent communication skills, and analytical and problem-solving skills. Must be able to multi-task and have good organizational skills.

**PHYSICAL DEMANDS / WORK ENVIRONMENT**

MUST BE ABLE TO LIFT 25LBS.

MUST BE COMFORTABLE SPENDING MOST OF THEIR DAY ON THEIR FEET.

MUST BE COMFORTABLE IN HOT/NOISY ENVIRONMENTS.

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

*See the Task Development Worksheet on the next page.*

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## Task Development Worksheet For: Scheduling Expeditor (Position)

### Essential Functions

Frequency and number of hours performed:

	Frequency		Number of hours each day									
	Continuous	Intermittent	<1	1	2	3	4	5	6	7	8	>8
Sit	X										X	
Walk		X		X								
Stand		X										
Bend		X	X									
Squat		X	X									
Climb		X	X									
Kneel		X	X									
Twist		X		X								

Hand/Arm/Foot Manipulation	Right Y/N	Left Y/N	Frequency
Grasping?	Y	Y	O
Pushing/Pulling?	Y	Y	R
Fine Manipulation?	Y	Y	R
Keying?	Y	Y	C
Reaching above shoulder level?	Y	Y	O
Reaching at or below shoulder level?	Y	Y	O
Repetitive foot use to operate controls?	N	N	N
Special visual or auditory requirements?	N	N	N

### Lifting and Carrying Demands:

\*N=Never, R=Rare (<1 hr.), O=Occasionally (1-3 hrs.), F=Frequently (4-6 hrs.), C=Continuous (>6 hrs.), I=Intermittently

Weight	Lift Frequency (N,R,O,F,C)*	Carry Frequency (N,R,O,F,C)*
<10 Lbs.	R	R
11-25 Lbs.	R	R
26-50 Lbs.	N	N
51-75 Lbs.	N	N
76-100 Lbs.	N	N
>100 Lbs.	N	N

Longest distance carried: 5-10 feet

Heaviest item carried and how far: 25 lbs. /5-10 feet

Other:	Y/N
Driving cars, trucks, fork lifts, moving equipment?	N
Working near hazardous equipment and machinery?	Y
Walking on uneven ground?	Y
Exposure to dust, gas or fumes?	Y
Exposure to noise?	Y
Exposure to extremes in temperature or humidity?	Y
Working at heights?	N