

## Clorox Job Description

**Job Title: Customer Service Representative.**  
**Department: Distribution**  
**Grade: 12 –first shift-(5:00am- 1:30pm) Must be able to work all shifts.**

**Function: Product Supply, Fairfield Plant**  
**FLSA Code: Non-Exempt**  
**Reports To: Distribution Manager**

**Job Summary:** Distribution's purpose is to provide on-time shipments of high quality products to meet customer needs in a safe and efficient manner that minimizes costs. The purpose of this position is to attend to all day to day customer/carriers needs with focus on inventory movement/management and product storage, to achieve the department and business objectives. This position will play a key role in inventory control, customer service functions, and filing and SAP functions. Day to day general direction is provided by the Lead Shipper and the Distribution manager.

<b>Ongoing / General Responsibilities</b> (List 3 to 5 of the major pieces of work, and list a % of time for each)	<b>% of Time</b>
<ul style="list-style-type: none"> <li>• <i>Manage the scheduling process for all daily inbound and outbound loads and also address all carrier and customer service sales related concerns.</i></li> </ul>	25%
<ul style="list-style-type: none"> <li>• <i>Conduct inventory cycle count, participate in annual wall to wall inventory and investigate inventory issues.</i></li> </ul>	25%
<ul style="list-style-type: none"> <li>• <b>Prepare daily wave sheet for inbounds and outbound loads and communicate daily load assignments to FTO.</b></li> <li>• <b>Sign carriers in and out.</b></li> </ul>	25%
<ul style="list-style-type: none"> <li>• <b>Manage product cuts, returned products and interplant suspense.</b></li> <li>• <b>Manage trailers availability and accuracy through yard view.</b></li> </ul>	25%

### **Educational/Experiential Requirements:**

- Ability to perform as a Clorox licensed forklift operator, with additional qualification for use of attachments.

### **Required Skills and Abilities:**

- **Knowledge of computers, SAP, Read and write e-mail, work orders, internet skills to look up needed information.**
- **Knowledge of warehouse housekeeping practices.**
- **Knowledge of warehouse standards, practices, policies and procedures.**
- **Knowledge of finished case quality standards. Knowledge of DOT and HAZMAT labeling requirements. Knowledge of customer service requirements.**
- **Emergency Response Team Member.**
- **Knowledge of how to process returns in SAP and what transaction code should be used.**
- **Demonstrate the ability of how to manage and maintain file system.**
- **Demonstrate the ability to properly scale the weight distribution for a trailer to meet the Bridge Law.**
- *Load or unload trailers when needed.*
- *In addition to working flexible hours, the associate may be required to work weekends and holidays to meet business needs.*

*The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or to be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.*