



Home Science Tools is a successful, growth oriented online and catalog retailer of educational science products. Our core focus is to ignite curiosity and enrich lives for generations by providing the tools to engage and foster science discovery. Our core values include customer commitment, respect all, great work and great place. Visit the company website [www.homesciencetools.com](http://www.homesciencetools.com) for more information.

## Order Fulfillment Clerk I

**Reports to:** Customer Support Manager

### **Purpose:**

To further the company's core focus of igniting curiosity and enriching lives for generations by providing the tools to engage and foster science discovery. In particular this position provides our customers with an exceptional customer experience through order fulfillment processes so that the product arrives on time and in perfect condition meeting the customer's expectation.

### **Primary Accountabilities:**

1. Picking
2. Packing
3. Quality
4. Cleaning
5. Safety

### **Responsibilities:**

- Accurately picks all order.
- Pack orders for secure shipment so the product arrives on time and in perfect condition to the customer.
- Meet productivity, quality, and safety goals.
- Maintain an organized and clean work area.
- Accurately restocks shelves as assigned.
- Follow work processes.
- Complete other routine and non-routine tasks as assigned.

### **Required Qualifications:**

- Must understand and have a passion for providing an exceptional customer experience.
- Continuously seeks and finds ways to do tasks more effectively.
- A self-starter and team player with track record of being able to complete specific tasks on time.
- Ability to multitask. Performs multiple tasks during a time period and brings them all to completion.
- Stable career history with proven track record of success.
- Attention to detail, accurately packages all items. Accurately picks and packs orders for shipping. Completes multiple step tasks neatly and without errors.
- Must be teachable and self-motivated.
- Hardworking.



- Part-time= Flexible work schedule. Will work as few as 8 hours per week during our slow periods (usually February-April) and as many as 38 hours per week during peak periods (usually August, September and December). The in between times will typically be 16-30 hours per week. Over an entire year you can expect an average of about 23-28 hours per week

### **Essential Skills and Abilities for this Position:**

- **Customer focus:** Thinks and acts to delight the customer.
- **Continuous Improvement:** Continuously seeks and finds ways to do tasks more effectively and efficiently.
- **Detail oriented:** Accurately packages all items and kits. Accurately picks and packs orders for shipping. Completes multiple step tasks neatly and without errors.
- **Product knowledge:** Selects appropriate products to fill orders. Able to identify the components of products and kits and knows where to locate them. Knows where to stock packaged products.
- **Communication:** Clearly communicates verbally and in written form.
- **Personal Motivation & Initiative:** Maintains a high energy level. Interested, intense; attacks work. Conveys by actions that his/her work is important.

### **Physical Demands & Working Conditions:**

- Located in Billings, Montana.
- On your feet walking or standing for long periods of the day.
- Repetitive use of fingers, hands, arms involving lifting and carrying of material.
- Lift and carry objects weighing 20 to 50 pounds regularly and occasionally items up to 70 pounds.
- Good close, distance and peripheral vision.
- Use of knives and other hand tools
- Pushing/pulling pallets of product
- Climbing ladders
- Occasional long workdays when meeting key deadlines, during critical projects or seasonal peaks.
- Ability to listen carefully and communicate effectively.
- Ability to handle stressful situation such as dealing with conflict in a patient and respectful manner.

### **Compensation and Benefits**

- Competitive salary with performance based bonus.
- Paid time off includes PTO and nine holidays.
- Generous medical, dental short-term disability, long-term disability and life insurance.
- 401(k) plan with generous company contributions.

**Location:** Corporate Office, Billings, Montana

**Travel Required:** Less than 5%

**Job Type:** Full-time and Part-time

**Classification:** Non-Exempt



**Career Level:** Order Fulfillment

Email resume, cover letter and completed application for employment (available at [www.homesciencetools.com/careers](http://www.homesciencetools.com/careers)) to David Petsch, [david@homesciencetools.com](mailto:david@homesciencetools.com), or fax to 406-256-0991.