

EFI New Employee Orientation Package
Phone Number: 508-870-2277

Job Descriptions

Warehouse

Reports to Rick Cundall (ext 4427) or Shawn McGonagle (ext 4463)

Packer – Verify product on customer order matches the packing slip. Choose appropriate packaging material for customer shipment. Pack orders in the most efficient manner, to ensure minimal breakage and prepare for shipment. Candidate must read and write English well and be able to lift continuously. Various other warehouse duties as assigned by the supervisor. Shift to include 7:00 am - 3:30 pm, 8:30 am - 5:00 pm, 10:00 am - 6:00 pm or 11:30 am - 8:00 pm,

Shipper – Ship customer orders via UPS Clippership and US Mail software packages. Load orders on to skids and prepare product for pick up. Candidate must read and write English well and be able to lift continuously. Various other duties as assigned by the supervisor. Shift to include 7:00 am - 3:30 pm , 8:30 am - 5:00 pm, 10:00 am - 6:00 pm or 11:30 am - 8:00 pm,

Data Management

Reports to Ian Greenlaw (ext 4410)

Data Management Clerk – Search and add customer information into computer database. Job duties include rebate entry, coupon entry, mail order entry, administration, archiving and sales spiff processing. Certain tasks can be highly repetitive. Candidate must possess attention to detail and fast typing skills. Various other duties as assigned by the Supervisor. Shifts hours are 8:30 am - 5:00 pm.

Mail Clerk – reports to Jeff Garvey (ext 4400). Open and sort incoming mail and distribute to the appropriate departments. Various other duties as assigned by the Supervisor. Shift hours are 8:30 am - 5:00 pm.

Customer Service

Day shift reports to Jeff Garvey (ext 4400)

Night shift reports to Jeff Garvey or Rosemary St. George (ext 4401)

Customer Service Representative – Answer phone calls from customers calling to place orders, return product and ask product questions. Enter customer orders into the computer system. Administration. Representative must possess good written and verbal communication skills and good computer skills. Various other duties as assigned by your Supervisor. Shifts to include 8:00 am - 5:00 pm, 9:00 am - 6:00 pm, 10:00 am - 7:00 pm, 11:30 am - 8:00 pm. And also, alternating Saturday's 8:00 am - 5:00 pm.

General Rules and Regulations

Reporting – All temporary and permanent employees are to report to their immediate supervisor regarding sick/vacation time off, changing hours, requesting overtime etc...

Calling out sick – All temporary employees are required to call out sick to their immediate supervisor *and their agency*. Permanent employees must contact their direct supervisor. Employees must speak to a live individual when calling out. Leaving a message on voicemail is unacceptable. If calling before business hours employees may leave a message but are required to call back and speak with a live person later in the day. All employees must call out within one hour of the scheduled start time.

Hours – Full Time employees are scheduled to work an eight-hour shift. Each eight-hour shift has two paid 15-minute breaks and one unpaid hour or half-hour lunch. If one were working the 5:00 pm - 8:00 pm shifts one would receive a single paid 15-minute break. All employees are required to be on time and ready for work each day, ready to start working at the beginning of the shift. If an employee would like to get coffee or other concessions before work this should be done before the start of the shift.

Food – Hot food, lunch, breakfast and dinner foods are not allowed in work areas. Small snack food and beverages are accepted in the work area.

Personal calls – Casual calls during work hours are unacceptable whether on an EFI telephone or a cell phone. Employees are allowed to make quick personal calls for valid reasons, i.e. calling the doctor, mechanic, bank or friend to be met after work. Personal calls should be received on 508-870-2277. Personal calls cannot be received through catalog 800 numbers. Putting a customer on hold to answer your personal call is unacceptable.

Time sheets – All timesheets are to be signed by your immediate supervisor.

E-mail and Internet – Company email and Internet email are to be work related. E-mails and use of the Internet for personal reasons are unacceptable.

Dress Code – EFI's dress code is business casual. Employees are often in the public eye and should be cautious of their appearance. The following is a list of acceptable and unacceptable attire.

Shirts acceptable – Polo shirts, button down shirts, sweaters, and sleeveless shirts. Plain or store logo t-shirts and sweatshirts.

Shirts unacceptable – Tank tops, concert, alcohol, sports or cartoon t-shirts and sweatshirts, undershirts and midriff baring shirts.

Pants acceptable – Jeans, khakis, chinos, skirts and shorts no more than three inches above the knee.

Pants unacceptable – Bicycle pants, workout pants, sweats, nylon pants, extremely baggy shorts, pants or jeans.

Unacceptable miscellaneous – Hats, ripped torn or frayed clothing

Mission Statement

We believe it is essential to encourage environmentally benign and sustainable use of our planet's limited energy and water resources. Through the distribution of resource conserving products and the provision of objective, accurate information, we strive to assist people in their efforts to use energy and water efficiently, leading to improved quality of life and economic condition. Acknowledging the adverse impacts that the over-consumption of limited natural resources can have is not enough; people need access to appropriate technologies and information. Energy Federation Incorporated helps people gain this access. We do this by:

- Offering quality conservation products that provide real, measurable savings.
- Investing our time and money to communicate practical, objective information to our customers and clients.

- Undertaking ongoing efforts to identify new products and technologies that will help people conserve energy and water, and evaluating existing products and technologies to insure that product performance matches product claims.
- Keeping the prices of the products affordable.

Operational Credo

To achieve our mission we, the staff of Energy Federation Incorporated, are committed to the following practices in our daily work lives:

- To understand our customers and clients, and to serve them promptly, with courtesy. The value of the work we do increases as our service improves.
- To constantly evaluate what we are doing, how we are doing it, and why we are doing it, so that we can improve our service and efficiency. Every employee should have the courage to take the initiative to express new ideas.
- To do what needs to be done, rather than simply doing what is usually done; to be willing to assist other staff in completing tasks required to serve our customers.
- To treat our fellow staff members in the same manner as our clients and customers.
- To actively promote energy conservation and resource preservation in all of our work activities.

Our overriding operational goal is to exceed, rather than simply meet, our clients' and customers' expectations of service. We want our commitment to our mission, our integrity, and our resourcefulness to be transparent to our customers, our clients, and ourselves.

I have read and understand the preceding document. I agree to adhere to all of the rules and regulations of Energy Federation Incorporated.

Name: _____

Date: _____