

Home Depot Order Fulfillment Associate Job Description

- Pulls the inventory and executes all product fulfillment steps by picking up and staging all orders of the customers with pick stickers attached while meeting the timing expectations
- Ensures that all orders are picked up and staged for the next day for deliveries
- Confirms if the product is damage free, of good quality, and bundled accurately and timely
- Works with the delivery will call associates, loaders, and other order fulfillment associates, and department associates to make sure that orders are fulfilled on time and are also picked and staged accurately
- Ensures that the paperwork or customer contact information is readily available for the driver each time any potentially hazardous material(s) is included in a delivery
- Ensures and maintains an uncluttered Customer Order storage area, making sure that items are labeled, located, and staged properly for customer pickup
- Carefully packs and labels orders to ensure that the products don't get damaged and can also withstand the turbulence/disturbances encountered on a delivery truck
- Checks for the availability of stocked items with the department areas
- Cooperates with other associates to complete tasks like supporting the Customers First Priority
- Effectively aids customers in all store areas by proactively approaching and greeting them, answering questions about their merchandise
- Ensures that deliveries, BOSS, will calls, CPO, and BOPIS are complete, on time, and damage free
- Asks open-ended questions and expresses interest in customer's projects in order to make the customer at ease and determine the needs of the customer and level of expertise

- Answers questions about merchandise and describes benefits and features of merchandise
- Explains the steps needed to complete projects and the products required and also suggests related services or items outside of the department that customers may need
- Helps at the service desk and at safe lifting techniques when they're not fulfilling orders
- Ensures that loading areas are always uncluttered and safe
- Adheres to and follows all policies and standards of safety
- Offers help to customers that are shopping in a manner that is unsafe
- Corrects unsafe conditions immediately or notifies the manager on duty about the problem
- Properly ties knots to secure the materials on the vehicles of the customers.