

Reflection Paper 2

One thing that this position requires as a System Operator for Sam's Club, is empathy and service to my customers, my coworkers. For one, I was in their exact spot on the floor. Before I got this job as a Systems Operator I was a forklift driver along with hauling freight being shipped to distributing Sam's Clubs. I can remember one time I had a system issue with my scanning gun. To understand why the scanning gun is important you would need the knowledge about the process. First you need a lift, scan-gun, a tablet, freight to load, and a loader.

Once you start your day, you always login to MM operator, which is our hauling app. Then you take the scanning gun and tablet that are already on the lifts, most times. Sometimes loaders get slower lifts so hauling can get a bit boring. Most of the time our problems are not with the lifts, but instead with the tablets and scanning guns equipped on the forklifts. There have been times when loaders would scan a pallet to pick up on their lift, and it would not scan. That's when loaders dismount from their lift to get in close proximity in order for the scan-gun to register the barcode on the label.

With all the hiccups, it can take up to 30 seconds to one minute extra when it should be a smooth process from picking up the freight to loading it up on the container. If there is an inconvenience with the scan-gun, it has to be reported to Data Processing so it can be resolved. Data Processing is a branch that is a part of the System Operators. This is where I step in and recalibrate the scan-gun by scanning a printed sheet full of barcodes. This so that the loader would not have to get off the lift, potentially putting themselves in danger while trying to get the label to scan.

Being in the hauler's shoes has definitely helped with the job I have now, because I know the urgency that needs to be implemented to fix the scanning guns. My job title comes with more expectation since I am referred to as the “specialist” of handling any assets that is not working correctly. I have learned that patience is key, because a lot of the things I fix require time to reboot before working properly. It is something that I strive to get better at as each shift teaches me something new both about myself and the job.