

HPM Building Supply

Job Description

Job title:	Retail Specialist I/II/III	FLSA:	Non-Exempt
Location:	Kona/Waimea/Hilo	Reports to:	Retail Supervisor
Department:	Retail	Last Updated:	07/10/2017

Job Summary

The Retail Specialist's purpose is to provide an experience that wows our customers in a fast-paced building materials supply store. Our reputation is built on the expertise of our team so it's vital the Retail Specialist continues to learn the benefits and applications of our product offerings to best serve our customers. The Retail Specialist efficiently completes cash register transactions in addition to ensuring the store is clean, tidy and well merchandised.

Essential Functions

- Provide an excellent level of customer service, while driving sales:
 - Proactively approach customers on the floor
 - Ask open-ended questions to determine their specific project needs
 - Help customers find products necessary to complete entire project.
- Ensure store is merchandised to deliver an excellent customer experience: regularly walk retail floor, put out of place items back, front-face items, sweep, dust, etc.
- Be a team player. Build relationships with co-owners, anticipate and provide support when needed, help when asked, and complete daily assigned tasks.
- Throughout the day, use forklift and ladders to down stock shelves in assigned department to keep product available for sale to our customers and help ensure store out of stock counts meet targeted values.
- Perform cash register duties (check out, taking payments and returns) quickly and efficiently, providing an experience that wows our customers.
- Answer incoming customer calls, following phone etiquette standards.
- Serve as a product knowledge expert for customers and co-owners, seek opportunities to further develop product knowledge and selling techniques across all product offerings.
- Other projects and responsibilities may be added at the company's discretion.

Job Requirements and Qualifications

Education and Training Requirements: High School diploma or equivalent required. Forklift certification, or ability to be forklift certified is required.

Knowledge and Ability Requirements:

- Knowledge of building materials a plus.
- Physical requirements include the ability to twist, bend, squat, reach, climb a ladder and stand for extended periods of time.

- Ability to think outside the box to solve customer issues.
- Intermediate computer skills, including ability to effectively use email, internet and Microsoft Word.
- Ability to communicate clearly and concisely, verbally and in writing. Ability to follow-up and follow-through in a respectful manner.
- Must be a team player who has the ability to learn quickly.
- Ability to stay on-task and accomplish assignments in a fast-paced environment with frequent interruptions.

Experience Requirements: Previous retail experience is helpful but not required.

Other Information

- Scheduled work days and times may vary
- Excellent punctuality and attendance are required
- Strict adherence to impeccable safety standards is a must

Level: ☐ **I** ☐ **II** ☐ **III** (Note: Retail Team Lead is a separate job description)

- Level I: entry-level to expert in one product category
- Level II/III: successfully performs all job duties, plus has demonstrated expert knowledge in two (level II) or three (level III) product categories.

Owner Signature

Manager Signature

Owner Name (please print)

Manager Name (please print)

Date

Date

Note: We use the term "owner" instead of employee since we are 100% employee owned!