

# HPM Building Supply

## Job Description

Job title: Retail Team Lead

FLSA: Non-Exempt

Location: Hilo, Kona, or Waimea

Reports to: Retail Manager

Department: Retail

Last Updated: 8/3/17

## Job Summary

Along with the other Retail Leads, this individual oversees the Retail team of a fast-paced building material supplies store to expertly serve customers and maintain high operating standards. The Lead Retail Specialist performs regular floor walks, assists customers, stocks merchandise, and regularly attends product knowledge training to be able to deliver an over-the-top customer experience.

## Essential Functions

- In an uplifting manner, coach, direct and motivate team to optimum performance. Work alongside team to demonstrate proper technique.
- Ensure retail team's assigned tasks are completed or scheduled for next day.
- Conduct regular floor walks, ensuring aisles are clear of ladders/pallets/etc., floors are swept and aisles are clean and inviting.
- With a sense of urgency, make lead decisions on matters such as: price matches, returns and addressing an angry customer's concerns.
- Depending on the day, responsible for either closing or opening the store
  - Opening: Prepare tills, draft lunch break schedule, review daily tasks with manager and assign them to the retail team
  - Closing: Balance tills, make deposits, restock returns, close safe, lock up store, turn off interior and turn on exterior lights, set alarm
- Ensure customers have an over-the-top experience
  - Greet customers in a welcoming manner
  - Ask questions to understand needs and advise on best products
  - Escort customers to the location of the product
  - Suggest complementary products to help them complete job at hand
- Throughout the course of the day, ensure receiving bay is cleared of incoming product and merchandise is stocked front and faced, empty pegs are filled, products are in their proper homes.
- Two hours before shift ends, ensure assigned section is clean, stocked and ready for business the following day.
- Perform cash register duties quickly and efficiently, providing an experience that wows our customers:

- Check customers out, process payments and returns
- Write up quotes and will-calls in-person and over the phone
- Answer incoming customer calls, following phone etiquette standards
- Attend assigned product knowledge training, both in-person and in company's online learning management system, and continue to learn about HPM's products and services offered in order to expertly assist customers
- Serve as a backup for Retail Manager
- Other projects and responsibilities may be added at 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 for Kona location.

### Knowledge and Ability Requirements:

- 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.
- Ability to provide excellent customer service.
- Must be able to lift 25 pounds with or without a reasonable accommodation.

Experience Requirements: Previous customer service experience in a retail environment is required. Previous supervisory experience preferred.

### Other Information

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

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Employee Signature

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Manager Signature

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Employee Name (please print)

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Manager Name (please print)

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Date

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Date