

# HPM Building Supply

## Job Description

<b>Job title:</b>	Merchandising Specialist	<b>FLSA:</b>	Non-Exempt
<b>Location:</b>	Hilo, Kona, Waimea	<b>Reports to:</b>	Retail Supervisor
<b>Department:</b>	Retail	<b>Last Updated:</b>	04/21/2020

### Job Summary

Whether or not we have an item in stock can make or break the customer experience. As part of a team, the Merchandising Specialist plays a key role in ensuring we are fully stocked. Not only does the Merchandising Specialist stage incoming freight and stock shelves, s/he also ensures inventory counts are accurate and locates missing product.

### Essential Functions

- Keep store fully stocked, stocking each department at least weekly, helping ensure out of stock targets are met and customers see full shelves:
  - Execute resets as necessary
  - Down stock product in the store to ensure shelves are fully stocked
  - Up stock incoming freight above the shelves
  - Ensure bulk drops are fully stocked and properly merchandised
  - Execute price changes/discontinued items and track dead stock inventory.
  - Keep store clean and free of debris while stocking
- Keep accurate inventory counts to help meet company outs targets by:
  - Physically counting inventory as scheduled
  - Researching inventory variances
  - Keeping bin tags and bin locations up to date
  - Reporting any unresolved variances to internal control
- Process stock adjustments, which may include: Physical stock count, Inventory Adjustment Forms (IAF), supplier returns, claims, discrepancies, investigate and update negative inventory list and follow up on outstanding transfers/stock receipts/ claims.
- Ensure labels are up to date and in good condition and products are in correct location. Print new labels to replace outdated or damaged ones.
- Communicate with Receiving to stay up to date on incoming container schedule and plan how to stage and quickly move freight into retail store.
- Keep warehouses clean, orderly and navigable by organizing pallets and products as well as staging and sorting pallets to be stocked next.
- Ensure forklift checklist is reviewed and completed daily.
- Help identify and resolve safety hazards through monthly safety checks.
- 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.
- 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.

### **Knowledge and Ability Requirements:**

- Knowledge of building materials is a plus
- Attention to detail is required
- Ability to stay on-task and work independently and with a team to complete assignments in a fast-paced environment with frequent interruptions
- Basic computer skills, including ability to effectively use email, internet and inventory management applications and barcode scanners
- Ability to communicate clearly and concisely
- Ability to twist, bend, squat, reach, climb a ladder, and stand for extended periods of time, with or without a reasonable accommodation

**Experience Requirements:** Previous merchandising and forklift experience is preferred

### **Other Information**

- Punctuality and regular attendance are mandatory
- Strict adherence to impeccable safety standards is a must
- Must be able to work flexible hours, which vary by location
- Required to wear green uniform issued polo and nametag
- Ability to lift 50lbs

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**Owner Signature**

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**Manager Signature**

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**Owner Name (please print)**

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**Manager Name (please print)**

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**Date**

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**Date**

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