

HPM Building Supply

Job Description

Job title:	Retail Specialist I / II / III	FLSA:	Non-Exempt
Location:	All locations	Reports to:	Retail Supervisor/Manager
Department:	5200 – Retail	Last Updated:	05/14/2021

Job Summary

The Retail Specialist is responsible for providing 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 by:
 - Greeting customers as they enter the store
 - Proactively approaching customers while on the retail floor
 - Asking open-ended questions to determine their specific project needs
 - Helping customers find products necessary to complete their entire project
- Perform BisTrack (Enterprise Resource Planning System) functions:
 - Process customer transactions (orders, purchases, account payments and returns)
 - Research product inventory inquiries (in stock products, products on order, etc.)
 - Process special order requests as necessary
- Ensure store is merchandised to deliver an excellent customer experience
- Walk through assigned area at beginning and ending of shift, cleaning up any debris and tidying up and stocking empty bins and writing off any damaged inventory
- Be a team player; build relationships with co-owners, anticipate and provide support when needed, help when asked, and complete assigned daily tasks
- Throughout the day, use necessary equipment (ladders, forklifts, etc.) 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.
- Ensure forklift checklist is reviewed and completed daily
- 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.
- Participate in cycle counts for inventory
- 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:

- Physical requirements include the ability to twist, bend, squat, reach, climb a ladder and stand for extended periods of time
- 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.
- Ability to think outside the box and to problem-solve customer issues
- Must be a team player who is able to learn quickly.
- Ability to stay on-task and accomplish assignments in a fast-paced environment with frequent interruptions.
- Knowledge of building materials a plus.

Experience Requirements: Previous hardware retail 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 40lbs

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

Level I: Less than two years' experience, performs job duties, and has a consistent performance record

Level II: Two to less than five years' experience, has expert knowledge in at least two products, proficient in all essential functions and has a strong performance record

Level III: More than five years' experience, has expert knowledge in essential functions and has impeccable performance record

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!