|  |  |
| --- | --- |
| **Title:** | **Retail Team Member** |
| **Reports to:** |  |
| **Supervises:** |  |
| **Classification:**  (fulltime,exempt) |  |
| **Location:** |  |
| **Pay range:** |  |

**Summary:**

The Retail Team Member position encompasses a range of responsibilities to which the Team Members may be assigned depending upon their level of experience/training and the needs of the store. These responsibilities include cashiering, stocking, and pricing, merchandising, customer service and sales, inventory tasks, cleaning, and various projects in any store department. All Retail Team Members must have excellent customer engagement skills, a positive attitude toward our products and business and work effectively in teams.

All Retail Team Members are expected to 1) create sales and customer loyalty through sincere, courteous, knowledgeable, and helpful service and 2) provide a positive shopping experience for customers through the maintenance of an easy to shop, clean, organized, and safe showroom floor inside and outside.

**The duties and responsibilities of Retail Team Members will include but are not limited to the following:**

* Essential Duties – Cashier/Point of Sale (POS)
  + Answer the telephone in a friendly and enthusiastic manner according to the prescribed telephone answering procedure. Always answer within 3 rings and never leave the caller on hold for more than 30 seconds. Always thank the person for calling.
  + Acknowledge and greet customers as they enter the store with a smile and with a cheerful manner
  + Be knowledgeable of the store, products, and location to assist customers and/or call another Team Member to assist them
  + Suggest add-on products or promotions as instructed
  + Call for assistance when more than two people are waiting in line behind the one being served
  + Follow cashiering procedures to assure accuracy and minimize inventory loss/shrink
  + Be knowledgeable of and use the POS system efficiently
  + Be knowledgeable of and conform to all procedures and standards of service related to the Point of Sale (POS)/Checkout area (including the Telephone and Checkout sections of the Mystery Shop Questionnaire)
  + Be knowledgeable of company Loyalty/rewards program and invite all customers not already members to join by explaining the benefits of the program
  + Always thank all customers for their purchases and thank them for visiting the store regardless of whether a purchase was made
  + Offer carryout assistance when appropriate and call for assistance
  + Notify management of any SKU problems (negative on hand, wrong SKUs, etc.)
  + Keep counters clean and organized
  + Keep counter files/binders updated and organized
  + Report any occurrences at the cash drawer that appear incorrect or dishonest to your manager
  + Never leave counter or store unattended. If you must leave the register for any reason, notify your manager
  + Perform all other POS tasks as requested by your manager
* Essential Duties – Stocking/Pricing/Merchandising/Events
  + Acknowledge all customers while stocking or cleaning and inquire if they need assistance if they are within 5 feet of you. Do not be so absorbed in your tasks that you ignore customers
  + Stack or stock products as directed in an orderly and neat manner as directed
  + Alert managers of stock-outs or low stock conditions
  + Assure that aisles are always passable and safe for customers while stocking or rearranging product displays or floor layouts
  + Assure all displays are safe for customers (assembled properly, products can be removed and placed back easily)
  + Always front face and organize shelves as directed to provide a full look
  + Assure all products are clearly priced with a shelf tag, a sign close by, or by other means
  + Assure all signage and promotional materials used in the store are current and accurate (consistent with current advertised promotions)
  + Assist in all inventory tracking, counting and control activities as directed
  + Assist in identifying any situations that could contribute to inventory loss or safety issues (theft/breakage/potential damage)
  + Note all dusty or dirty products, shelves, displays and aisles. Clean as directed when you have a chance during slower times in the store or when assigned that task
  + Set up for and assist in support of store events and demonstrations as directed
  + Provide suggestions and ideas for displays, merchandising and event execution that will potentially improve sales and/or the customer shopping experience
  + Perform all other Stocking/Pricing/Merchandising tasks as requested by your manager
* Essential Duties – Customer Service & Sales
  + Be knowledgeable of and conform to all procedures and standards related to Customer Service (including the Customer Service section of the Mystery Shop Questionnaire)
  + Always walk customers to the product or department about which they are inquiring (Do not point them to a location)
  + Approach and engage customers on the Showroom floor within 3 minutes of them being there
  + Engage them with the open-ended question “How can I help you today?” or “What can I help/assist you with today?”
  + Attempt to engage customers with questions about their needs, pets, or projects. Use information gained to recommend product solutions without personal bias
  + Also, use information gained to suggest other products that complement the other products being discussed or would likely be positively received by the customer. This helps the customer and helps the store achieve average ticket/transaction goals
  + Work to attain and maintain product application and use knowledge to assist customers and suggest appropriate products to fulfill their needs
  + Use slower customer traffic times to educate yourself by reading product labels to learn about products. Listen to more experienced Team Members converse with customers to add knowledge
  + Share your product knowledge with other Team Members to help train them
  + Always get another Team Member to assist the customer if you are not able to answer their questions fully
  + Contribute ideas and suggestions gained through customer interaction related to products that should be carried, customer interests, product advertising and competition to management
  + Perform all other Customer Service & Sales tasks as requested by your manager
* Goals
  + Be familiar with store goals for sales, average transaction, mystery shop performance and inventory loss/shrink so that you can contribute to their achievement
  + Contribute ideas and thoughts that will improve the performance of the store
* Compliance
  + Abide by all standards of integrity and compliance with all company policies, procedures, and Team Member Handbook, especially as it applies to ethics and legal requirements
* Other
  + Perform other tasks as may be reasonably assigned

**Qualifications:**

* Skills and Abilities
  + A high level of enthusiasm for the business and personal energy
  + Enthusiasm for lawn and garden and pet center products and their use
  + Interpersonal and conversational skills conducive for customer engagement and sales
  + Able to easily navigate and use POS systems and MS Office
  + Works well in a team environment
  + Ability to work with a diverse staff
* Education & Experience
  + High School diploma or equivalent for all FT positions
* Travel
  + None

**Acknowledgement:**

I have read the attached job description and fully understand the duties and responsibilities expected of me as a Retail Team Member. In addition, I understand that this job description does not constitute a contract of any kind.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Team Member Signature Date