

JOB POSTING DETAILS

Job Title	LBM Department Lead Sales Associate - Full time	Job Type	NA
ES Job ID	3579	Duration	NA
Date Posted	August 9, 2022	Location	NA
		Closing Date	August 23, 2022

Job Overview - Description & Duties

JOB DESCRIPTION:

The department head sales associate is responsible for leading specifically assigned departments. Responsibilities include using retail software, ticketing and replenishing merchandise, cycle counting, general housekeeping of shelves, loss prevention, merchandising, restocking, and staying on top of current trends in the industry. The department head sales associate performs all assigned tasks with sufficient speed and accuracy to support store efficiency and a high level of customer service.

Hours of Work: 8:00 a.m. - 5:00 p.m. (Monday - Friday) & 8:00 a.m. - 4:30 p.m. (Saturday)

DUTIES / RESPONSIBILITIES:

- Ensure customers are greeted within 30 seconds of entering the store or your department.
- Communicate product knowledge to the customer as appropriate.
- Assist customers with finding all items needed to complete their project.
- Assist customers with carrying out large or heavy items.
- Change prices on merchandise, bins, displays, etc. as necessary.
- Check incoming merchandise against invoices to spot shortages, damaged goods, back-orders, etc.
- Keep stock in the storage area neat, clean, and orderly.
- Supervise and instruct sales associates on projects assigned by management.
- Participate in regular cycle counting and assist in taking annual inventory counts.
- Attend store meetings, training sessions, etc. as required. This may happen after the store closes and on Sunday.
- Participate in establishing sales objectives for your department(s).
- Bring real or anticipated operating problems promptly to the attention of management.
- Make suggestions for rule or policy changes when such changes would improve sales, profits, efficiency, morale, and / or operations in general.
- Set a good example by always following company policies and procedures.
- Work on special projects assigned by the Store Manager or Assistant Manager after determining priority relative to your other responsibilities.
- Maintain departmental inventory at desired levels for maximum turnover and profitability.
- Display merchandise in your assigned department(s) in a timely manner.
- Place orders for merchandise in your assigned department(s), following procedures that conform to store policy.
- Suggest new product, merchandise lines, services, and / or cost containment measures to management.
- Receive and price merchandise in your area(s) of responsibility.
- Ensure that correct freight handling equipment is used to load and unload trucks.
- Ensure that all safety precautions are taken when loading and unloading trucks.
- Restock merchandise displays.
- Recommend items and services within the department to be advertised and promoted.
- Create promotions to build traffic.
- Maintain endcaps and feature displays on the sales floor and change them on a timely basis.
- Keep losses through error and / or theft to a minimum.
- Create periodic reports on sales, stock levels, etc. for the Store Manager or Assistant Manager.

- Adjust inventory levels in your assigned department(s) to conform to sales, promotions, and seasonal peaks and valleys in the demand for merchandise.
- Check inventory at the beginning and end of sales and / or promotions.
- Monitor and / or conduct training and development of personnel in your assigned department(s).
- Facilitate communications between employees and management.
- Prepare the sales floor and sales associates for anticipated increases in sales and customer traffic resulting from advertising and promotional activities.
- Resolve customer claims and / or complaints in a way consistent with company policy.
- Process special orders for non-stock items.
- Place orders for seasonal merchandise.
- Work on additional duties and assignments as assigned by management.
- Work in a safe manner in accordance with provincial and federal safety legislation. Report any potential hazards and unsafe behavior to management in order to have the situation corrected.

Required Skills

QUALIFICATIONS:

- High School graduation or equivalent.
- 1 - 2 years of retail experience is an asset.
- Ability to lead.
- Ability to teach and instruct Sales Associates.
- Ability to work co-operatively in a team atmosphere.
- Excellent communication skills.
- Excellent mathematical skills.
- Good understanding of Home Hardware's policies and procedures.
- Computer skills are an asset.

Other Requirements

WORKING RELATIONSHIPS:

- Reports directly to the Assistant Manager, Store Manager, Inventory Manager, or Dealer-Owner as appropriate.

How to Apply

INTERESTED APPLICANTS, PLEASE SUBMIT YOUR RESUME TO:

Devin Mutch

Devin.mutch@homehardware.ca

Phone: 705-356-1671

Fax: 705-356-2416

Blind River Home Hardware

325 Leacock Street

Blind River, ON

P0R1B0