

JOB DESCRIPTION

PAINT SALES I (PS I)

DEPARTMENT: Retail Sales

JOB TITLE: Paint Sales I (PS I)

JOB NUMBER: 4007

REPORTS TO: Paint Sales Manager (PSM)

JOB PURPOSE: Paint Sales I primarily provides inside sales support and contact for customers and employees in the paint department.

ESSENTIAL DUTIES AND RESPONSIBILITIES

In addition to the day-to-day sales duties required as part of the Paint Sales Team, the Paint Sales I (PS I) is responsible for:

- New employee in-training (1 day – 1 year) to learn procedures, policies, job duties and responsibilities listed below.
- Promptly answer phone when paged
- Communicate any areas where additional training or knowledge is required in order to perform duties and responsibilities as required.
- Greet and service customers in a friendly, courteous, and helpful manner.
- Complete, accurate & thorough up-front and follow-up communication.
- Process customer orders.
- Accurate and complete order entry of product, quantity & pricing
- Promptly credit customer accounts for products returned by customer
- Assist experienced paint salespersons as directed
- Provide accurate job-site delivery directions when scheduling deliveries to a job-site.
- Housekeeping and maintain a neat work area
- Maintain a neat & clean paint storage entrance & room
- Sell related products to build sales and complete customer needs for project
- Maintain accurate and up-to-date records.
- Assist at front counter and other sales departments as needed
- Maintain full paint tint reservoirs
- Maintain paint department point-of-sale displays for cleanliness, restocking and fronting shelves
- Replace outdated/inaccurate bin tags
- Cycle counts as directed by PSM
- Vigilance in safeguarding Capps' inventory and property.

ADDITIONAL DUTIES AND RESPONSIBILITIES

- Accomplishes all tasks as appropriately assigned or requested by PSM & APSMHDS.

QUALIFICATIONS

• EXPERIENCE AND EDUCATION

Minimum - High school graduate.
Experience in retail sales and/or knowledge of paint products preferred
Ability to work varied hours/days as business dictates

• LANGUAGE SKILLS

Ability to communicate in a precise and professional manner;

• MATHEMATICAL SKILLS

Ability to apply basic mathematical concepts related to job. Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, fractions and decimals.

• APPEARANCE AND ATTITUDE

Appropriately neat and clean attire is required to make favorable impressions and to reflect the image of Capps in a professional manner. Must maintain positive attitude and possess adequate skills to respond correctly when dealing with irate, upset or abusive customers.

ACCOUNTABILITIES AND MEASURES

- Paint department product fully stocked, clean and priced
- Sales budget
- GM % budget
- Timely completion of duties
- Ability to apply training received to increased knowledge and satisfactory execution of customer service and duties

AMERICANS WITH DISABILITIES SPECIFICATIONS

Physical demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop; kneel; crouch or crawl; talk or hear. The employee must occasionally lift and/or move up to 80 pounds. Specific vision abilities required by the job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

Work Environment

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is not normally exposed to weather conditions.

The noise level in the work environment is usually moderate.

SIGNATURES

I have read and understand this explanation and job description. I am expected to adhere to all agency policies and to act as a role model in the adherence to agency policies.

Employee Signature

Date

Supervisor Signature

Date