

## **JOB DESCRIPTION**

### **Retail Tool Specialist**

**DEPARTMENT:** Retail Sales

**JOB TITLE:** Tool Specialist/ Retail sales

**JOB NUMBER:** 4014-22

**REPORTS TO:** Retail Sales Manager (RSM)

**JOB PURPOSE:** Tool Specialist mainly provides tool sales support and contact for customers and employees in the retail department and is main contact for coordinating tool repairs and service.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

In addition to the day-to-day sales duties required as part of the Retail Sales Team, the Retail Tool Specialist is responsible for:

- 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
- Log in tools that need to be sent off for repair
- Finalize tool repair purchase orders and invoice customers
- Contact vendors for tool warranty questions
- Assist with ordering of tools/outdoor power equipment and accessories ex. (Husqvarna/ Milwaukee).
- Assist with merchandising of power tools/ outdoor power equipment as directed by RSM and or RMM.
- Research tool trends and new tool introductions.
- Housekeeping and maintain a neat retail work area in store and assigned product aisles.
- Sell related products to build sales and complete customer needs for project.
- Assist at check-out counter and other sales departments as needed
- Maintain assigned retail department point-of-sale displays for cleanliness, restocking and fronting shelves.
- Alert RSM of depleted stock
- Replace outdated/inaccurate bin tags
- Reset plan-o-grams and relocate products as directed by RSM and or RMM
- Vigilance in safeguarding Capps' inventory and property.

## **ADDITIONAL DUTIES AND RESPONSIBILITIES**

- Accomplishes all tasks as appropriately assigned or requested by RSM

## **QUALIFICATIONS**

- **EXPERIENCE AND EDUCATION**

High school graduate preferred.  
Experience in retail sales and/or knowledge of home center 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**

- Assigned area of responsibility - product fully stocked, clean and priced
- Timely completion of duties
- Customer service
- Performance of duties without requiring follow-up by RSM

## **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.

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**Employee Signature**

**Date**

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**Supervisor Signature**

**Date**