

JOB DESCRIPTION

ELECTRICAL & PLUMBING SPECIALIST

DEPARTMENT: Retail Sales

JOB TITLE: Electrical & Plumbing Specialist

JOB NUMBER: 215000

REPORTS TO: Retail Sales Management

JOB PURPOSE: Electrical & Plumbing Specialist primarily provides experienced inside sales support and contact for customers and employees with plumbing and electrical needs in the retail department.

ESSENTIAL DUTIES AND RESPONSIBILITIES

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

- Commitment to provide superior service.
- In-field knowledge of plumbing and electrical
- Greet and service customers in a friendly, courteous, and helpful manner.
- General Hardware knowledge
- Ability to work as part of a team in retail and with other departments as needed.
- Promptly answer phone when paged.
- 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.
- Provide accurate job-site delivery directions when scheduling deliveries.
- 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 retail department displays for cleanliness, restocking and fronting shelves.
- Alert Management of depleted stock
- Cleanliness of store front entrance and parking lot
- Replace outdated/inaccurate bin tags.
- Loading of products in vehicle for customers
- Reset plan-o-grams and relocate products as directed by Management.
- Cycle counts as directed by Management.
- Alert management team of innovative ideas and new product merchandising ideas
- Vigilance in safeguarding Capps' inventory and property.

- Train new Retail Sales I (RS I) employees on day-to-day procedures, policies, and routine job responsibilities as directed by management.

ADDITIONAL DUTIES AND RESPONSIBILITIES

- Accomplishes all tasks as appropriately assigned or requested by Management.

QUALIFICATIONS

- **EXPERIENCE AND EDUCATION**

High school graduate or GED preferred.
Two or more years of experience in plumbing and electrical field and/or equivalent combination of education/experience.
Knowledge of home center products, their use and installation.
Experience in retail sales.
Ability to work varied hours/days, including Saturdays, 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
- Help to meet or exceed annual budgeted sales growth by add-on sales, new item ideas and merchandising.
- Customer service
- Performance of duties without requiring follow-up by Management.

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 75 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**