

## **Area Coordinator - Merchandising**

### **Position Overview:**

Oversees assigned area of store. Responsible for overall merchandising, cleanliness, signing and presentation of merchandise. Provide training, guidance, and direction to clerks in assigned department(s). Responds to customer needs proactively and ensures customer satisfaction.

- Reports To: Store Management
- Coordinates With: Store Management, District Manager, Area Coordinators, Salesclerks, Cashiers, Receiving Personnel, Bookkeepers, and administrative office staff.

### **Essential Job Functions:**

- Ensure every customer is satisfied by answering all questions politely and quickly, escorting customers to the merchandise when necessary.
- Supervise the day-to-day activities of the clerks in assigned department(s).
- Take action to control all sources of potential liability.
- Responsible for maintaining a safe working and shopping environment.
- Provide leadership-by-example; setting the standard in the areas of productivity, personal conduct and adherence to company policies and procedures.
- Train clerks in the areas of product knowledge, merchandising, basic procedures and the CORE-4 standards.
- Use the telephone and public address system to answer customer calls or call for customer assistance.
- Move freight from the backroom to the sales floor using equipment such as a pallet jack or a hand truck.
- Keep shelves and displays filled with merchandise.
- Keep merchandise priced, clean and neat.
- Re-work entire aisles of shelves and merchandise as seasons change or new merchandise plans are issued.
- Make and post signs for merchandise.
- Store merchandise and fixtures in stockroom and maintain in an orderly manner.
- Accurately count and order merchandise.
- Work as a team with management, area coordinators, and coworkers.
- Operate a terminal/register as customer flow dictates or as assigned.

### **Physical Requirements:**

*Occasionally* = up to 1/3 shift

*Frequently* = up to 2/3 shift

*Continuously* = throughout shift

- Standing: Continuously in combination with walking on a concrete surface.
- Sitting: 0% of the time.
- Walking: Continuously in combination with standing.
- Worker Mobility: Can change positions frequently throughout work shift.
- Carry/Lift: Frequently and independently work with 0-40 pounds depending on product and materials being handled.
- Pushing/Pulling: Frequently and independently push/pull multiple case lots of product on pallet jacks, hand trucks or stocking carts. Continuously and independently push/pull single case lots or items while stocking; occasionally while retrieving multiple shopping carts.
- Bending/Squatting: Frequently throughout the work shift while stocking, tagging, facing and cleaning.
- Reaching/Handling: Use of fingers/hands/arms continuously. Frequent overhead reaching needed for higher shelf stocking and retrieving.
- Grasping/Squeezing: Continuously throughout the work shift.
- Twisting: Frequently throughout the work shift.
- Climbing: Occasionally climb ladders to reach higher shelf areas. Frequently climb stairs to reach stock/supply areas, lunch room, upstairs offices, etc.
- Crawling: 0% of the time.

#### **Social Skill Requirements:**

- Ability to positively interact with customers and co-workers.
- Ability to effectively send and receive verbal communication using the English language.

#### **Aptitude Requirements:**

- Ability to read English and write it legibly.
- Ability to perform basic math functions.
- Ability to analyze, reason, make decisions and develop alternative courses of action.
- Ability to learn and retain new skills.

#### **Environmental Requirements:**

- Most work is performed in the store.

- Occasional exposure to outside elements.
- Possible exposure to chemicals and/or compounds throughout work shift.

This position summary covers most of the duties performed, however, other duties and responsibilities not listed may be assigned at the discretion of management.

**After reviewing this position summary, can you perform all of the functions listed?** ☐ Yes ☐ No

If no to the above, please identify any functions that you are unable to perform.

I verify that I have thoroughly reviewed the position summary for Area Coordinator - Merchandising and that I understand the job requirements and essential job functions.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_