



## Job Description

Updated 6-1-11

### Job Title: Team Player - Outside

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#### Summary

A team player - outside must provide aggressive customer service and accurate information to customers about products and presenting solutions to their building materials and home improvement needs. Additionally, a team player - outside will be responsible for assisting with the daily maintenance of the exterior store appearance to include stocking product, placing items into back stock areas, organization of product and general cleaning of the lumberyard, lawn & garden area and store front.

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#### Essential Duties and Responsibilities, Include but are not limited to

- A. Understanding and conducting yourself according to Marvin's Mission and Values
- B. Maintaining a consistent, pleasant, customer service oriented image to customers
- C. Providing aggressive customer service to exceed a customer's expectations by providing appropriate solutions to customer questions and assisting with loading product
- D. Maintaining sufficient stock levels and good quality products
- E. Maintaining the appearance of the lumberyard, lawn & garden and store front as well as back stock areas
- F. Assembling merchandise displays to improve sales and ease of shopping
- G. Effectively and efficiently working with other associates in order to complete tasks and achieve budgeted goals
- H. Complete training to include, but not limited to forklift training, product knowledge, Hazardous Material, and merchandise banding
- I. Help keep the exterior store areas clean and organized.
- J. Other tasks as assigned by store management or company official

#### A Successful Team Player - Outside:

Must consistently demonstrate Marvin's Mission and Values. They must have good oral and written communication skills in order to effectively interact with customers, vendors and other associates in person and on the telephone. They must be customer service-oriented as well as team-oriented and must have



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good organizational skills. A successful team player - outside must be able to effectively manage multiple tasks simultaneously. They must be able to climb up and down ladders, reach, bend, twist, kneel, lift up to 50 lbs., handle large odd shaped items, and stock items in overhead areas. Also, they must be able to accurately count and distinguish between merchandise available in the exterior store. They must be able to learn to operate the outside forklift safely and efficiently within 90 days of employment. Finally, they must be able to work a flexible schedule including weekends, evenings, and holidays.

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*This job is an hourly position with eligibility for gain-sharing based on store performance. There are no guarantees for career progression. This does not mean that you will not be considered for other store positions or opportunities. Marvin's culture is to promote from within and consideration will be given to Marvin's candidates with experience.*

*Marvin's, Inc. complies with all applicable equal employment laws, including the Americans with Disabilities Act. Qualified individuals with a disability may request reasonable accommodation from the company.*

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I have read my job description and understand it.

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Print Name

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Signature

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Date