



## Job Description

Updated 6/2/04

### Job Title: Team Leader

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#### Summary

A Team Leader must set the example to her/his team members by demonstrating a high level of customer service at all times. A Team Leader must have the ability to effectively communicate between management and associates to achieve store objectives. A Team Leader must completely understand merchandising visual presentation, adhere to plan-o-grams to ensure effective merchandising, and attain the budgeted goals. A Team Leader is highly involved in the day-to-day replenishment activities and maintenance of budgeted inventory levels and must have a watchful eye for shrink issues. A Team Leader must train and evaluate associates. A Team Leader must be able to handle all the responsibilities for the role of Manager on Duty in the absence of other management associates.

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

- A. Presenting a consistent, pleasant, customer service oriented image to customers and other associates
- B. Overseeing all aspects of their assigned work area, keeping budgets in line, creating a working schedule to best accommodate the customer, keeping their assigned area attractive and customer ready.
- C. Supervising other associates as assigned.
- D. Maintaining a high level of enthusiasm, commitment, and energy, and motivating other associates to do the same.
- E. Providing appropriate solutions to customers questions
- F. Providing great customer service to exceed a customer's expectations.
- G. Keeping sales, inventory, investment, gross margin, and fill rates within budget.
- H. Keeping up-to-date on all current programs, company procedures, and communicating them to all team players in the department.
- I. Properly ordering merchandise to keep up with sales trends and customer demands.
- J. Completing cycle counts in a timely manner and reconciling any inventory discrepancies.
- K. Demonstrating leadership and adhering to Marvin's Mission, Vision, and Values.
- L. Training all incoming new associates in product knowledge, selling skills, and customer service.
- M. Maintaining sufficient stock level on shelves
- N. Maintaining the appearance of the sales floor and stock areas.
- O. Creating merchandise displays to improve sales and ease of shopping
- P. Working with other associates in order to complete tasks and achieve budgeted goals.
- Q. Ability to maintain a positive customer service attitude when dealing with customers.
- R. Cleaning her/his assigned areas.
- S. Walking their assigned area daily looking for and correcting safety problems or hazards.



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- T. Completing price shops and price changes in a timely manner.
- U. Other functions as assigned by her/his supervisor.

### Qualifications:

Must have good oral communication skills in order to effectively interact with customers, vendors, and other associates in person and on the telephone. Must be customer service-oriented and team-oriented. Must have good organizational skills. Must be able to effectively manage multiple tasks simultaneously. Must be able to climb up and down ladders, reach, bend, twist, kneel, lift up to 80 lbs., handle large odd shaped items, and stock items in overhead areas. Must be able to accurately count and distinguish merchandise. Must be able to quickly learn to operate a forklift safely and efficiently. Must have extensive building constructions and product knowledge experience. Must be able to work a flexible schedule including weekends, evenings, and holidays.

*This job is an hourly position with eligibility for gain-sharing 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 special 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