



Updated 1/01/2024

## **Job Title: Team Member**

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### **Summary**

All Team Members at Family Farm and Home must show the desire to work toward our Mission to build a family dedicated to providing exceptional service, products, and prices focused on fulfilling the lifestyle needs of our customers who aspire to Live, Work, & Grow. Additionally, a Team Member will be responsible for contributing to the daily maintenance of the store appearance which includes stocking products, placing items into back stock areas, recovery and assembly of products, operations of the cash register, and the general cleanliness of the store.

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

- Promote Family Farm and Home mission statement and family values.
- Executes daily operational goals and priorities assigned by store management.
- Utilize Farm Hand to receive communication and tasks from corporate office and store management.
- Greets customers as they enter/exit the store. Interacts with store customers in a pleasant and positive manner.
- Solicits customers to sign up for Family Farm and Home Programs, i.e. Loyalty program, Extended Warranties, Add-on Initiative, Financing and Item of the Month.
- Answers phone calls in a professional manner. Approach and assist customers in store, on Family Farm and Home supported internet sites, as well as, processing special orders.
- Utilize POS to checkout customers and follow all cash handling processes and procedures
- Utilizes On the Go to complete POG's and Mass layouts in the correct locations per the store layout.
- Utilizes Harvester to complete online customer orders.
- Understand, support, and solicit customers to use financing options and utilize current financing websites to complete customer credit inquiries.
- Loading of customer purchases and gathering shopping carts in parking lot.
- Assists in setting promotional signage, price changes, clearance prices, and any other instore signage as directed by store management or company official.
- Assists in freight, recovery and out of stock processes
- Responsible for achieving passing scores on corporate store audits, assessments, store walks
- Maintain awareness of in store safety issues and shoplifting activities. Communicates all potential issues to the store management team.
- Upholds and supports all company Loss Prevention measures
- Operate a forklift and/or pallet jack safely and efficiently (Only 18 years old and above)
- Assists in building/assembling store displays, products, and fixtures.



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- Maintain cleanliness of the sales floor, receiving, cash office and register area, as well as restrooms and break room.
  - Upholds merchandising, store cleanliness and safety standards.
  - Assists in the completion of Daily Operational standards checklist.
  - Contributes to a positive working environment for all team members.
  - All other duties as assigned by store management or company officials.

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**Team Member Requirements:**

A Family Farm and Home Team Member must be able to work a flexible schedule including weekends, evenings, and holidays. Successful Team Members at Family Farm and Home will be committed to excellent service and customer satisfaction. Team Members will need to be able to communicate clearly and effectively with all customers as well as other team members. They must have organizational skills, pay attention to detail, and be able to multitask. They need to have knowledge of basic computer systems. Team Members must be able to stand for extended periods of time as well as be able to reach, bend, twist, kneel, and lift up to 50lbs.

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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