

Team Member – Job Description

Reports To	Store Manager									
General Purpose	The primary responsibility of a Team Member is to provide a fulfilling shopping experience to all Customers. This position requires a level of comfort in building rapport through Customer interactions.									
Skills	<table border="0"> <tr> <td>Team Work</td> <td>Active Listening</td> <td>Verbal Communication</td> </tr> <tr> <td>Customer Commitment</td> <td>Kirkland's Knowledge</td> <td>Merchandising</td> </tr> <tr> <td>Professionalism</td> <td>Multi Tasking</td> <td>Prioritizing</td> </tr> </table>	Team Work	Active Listening	Verbal Communication	Customer Commitment	Kirkland's Knowledge	Merchandising	Professionalism	Multi Tasking	Prioritizing
Team Work	Active Listening	Verbal Communication								
Customer Commitment	Kirkland's Knowledge	Merchandising								
Professionalism	Multi Tasking	Prioritizing								
Job Duties	<p>CUSTOMER EXPERIENCE</p> <ul style="list-style-type: none"> ▪ Greet and acknowledge all Customers. ▪ Build rapport with Customers to establish repeat business. ▪ Supports A-Service. ▪ Shows merchandise that provides solutions to Customer's needs. <p>TEAM</p> <ul style="list-style-type: none"> ▪ Works effectively with Team Members ▪ Chooses a positive, can-do attitude ▪ Supports a fun, caring and safe work environment ▪ Verbally communicates clearly and effectively <p>OPERATIONS</p> <ul style="list-style-type: none"> ▪ Understands store operations as it relates to register transactions, freight processing, merchandise placement and product replenishment. ▪ Assists in floor moves, visual display maintenance and housekeeping. ▪ Assist in the coordination of the freight flow process to ensure sales floor representation of all merchandise. ▪ Assist in maintaining an efficient and organized stockroom. ▪ Assist in maintaining merchandise pricing and the accuracy of inventory levels. 									
Physical Requirements	<ul style="list-style-type: none"> ▪ Ability to lift and move 45 pounds or more on a regular basis ▪ Ability to climb ladders ▪ Ability to lift and move bulky merchandise on a regular basis ▪ Ability to stoop, bend, climb and lift to stock and retrieve merchandise from stockroom and sales floor on a regular basis 									
Essential Qualifications	<ul style="list-style-type: none"> ▪ Some High School ▪ Related job experience ▪ Ability to read and interpret company directives, Handbook and Manuals ▪ Ability to work flexible work schedules ▪ Ability to attend and participate in meetings as required ▪ Ability to work weekends, holidays and evenings 									

Employee Signature: _____

Date: _____