### Job Description

**Job Title** (populates other fields in the template):

**Department Manager - PSA**

**Role Level:** IC 2

**Date:** 08-26-2014

**Department:** Product Service

**Name & Title of Person Completing the Form:**

Chris Gregory
Manager, Deployment Planning

**Job Function & Job Family:**

Product Service

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### I. Job Summary:

The Department Manager - PSA is primarily responsible for the overall daily administration and execution of in-store service, resets and projects. This includes ensuring store merchandise is stocked, fronted, and priced according to planograms, and resets done by outside vendors are in accordance to Lowe’s specifications.

The Department Manager - PSA is also responsible for Product Service Associate time management. This role will be the reporting contact and project approver for all In Store Service Group (ISSG) and Product Vendor Directs (PVD) activity in the store. The Department Manager - PSA also reviews and completes tasks assigned in Lowe’s systems, completes special projects, and conducts surveys. An individual in this role is required to maintain a safe and secure work environment by conducting daily safety reviews, noting hazards, keeping store areas clean and organized, and monitoring for potential theft or security risks. Lastly, the Department Manager - PSA is responsible for completing all other duties as assigned.

This position will be assigned to a home store where they will assist in maintaining merchandising standards and executing product service projects/resets and service. They will also travel weekly, and often on a daily basis, between stores throughout their assigned market to execute product service projects/resets and service.

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### II. Essential and Core Responsibilities:

**Essential Responsibilities:**

Executes in-store service needs identified by our stores, merchants, market team, and corporate Multi-Channel Testing & Commercialization (MCTC) organization by

- reading, understanding and following the project/reset instructions as written for each project;
- developing an understanding of in-store service processes, needs and executing service in an efficient and effective manner;
- coordinating with Product Service Supervisor to ensure all supporting materials are available to complete the project prior to project execution date;
- adhering to direction from the Product Service Supervisor and/or Market Product Service Manager on when to travel for project/reset activity within the market;
- moving beams, grids, rotate stock, build and display products and product support materials as appropriate per reset and/or project instructions;
- utilizing available tools and metrics to help ensure in-store service needs are met;
- working with the PSA, Product Service Supervisor and/or Market Product Service Manager to identify and resolve project and/or store-level issues using available resources;
- proactively taking ownership of issue resolution identified by PSAs and/or Product Service Supervisors;
- participating in test sets when directed;
- providing in-store service to the assigned store when project/reset work is completed;
- working overnight as needed for major, large scope projects or customer experiences;
- taking photographs of completed sets and upload in identified tool for corporate and product vendor direct visibility as directed;
- working with Receiving department to ensure assigned store has a staging process for reset product and product support materials;
- ensuring store use inventory control items (e.g., billouts, buybacks, cycle counts) are completed according to company policy and project guidelines;
- ensuring execution accountability is aligned with corporate direction and store and market needs;
- ensuring product service resources are kept on their assigned tasks within each store;
- adhering to all safety guidelines, policies and procedures.

Collaborates and communicates with all project stakeholders on project execution by

- communicating with Product Service team regarding project priorities, scheduling, and project needs (e.g., materials, supplies, time);
- developing working relationships with peers and project teams, which may differ daily;
- developing working relationships with key in-store leadership (e.g., Store Managers, ASMs) to understand the needs, goals, and concerns of the stores;
- soliciting project status and execution feedback from PSAs and providing information to Product Service Supervisor daily;
- sharing project information and updates daily to store leadership;
- providing feedback and analysis on project execution (e.g., to corporate teams, store teams, vendors, Product Service leadership);
- Developing working relationships with independent third party service providers and product vendor direct field management to understand their schedules and issues;
- communicating safety concerns or questions with PSAs, Product Service Supervisor, Loss Prevention, and/or store leadership

Travels to stores within market or assigned area regularly to execute projects as scheduled by

- working with Product Service Supervisor and/or MPSM to coordinate travel within market or assigned area;
- staying overnight or multiple nights with overnight stay as needed for major, large scope projects or customer experiences;
- completing and submitting timely expense reports for personal travel expenses

Serves as project lead for PSAs and ensuring projects are completed timely and accurately by

- setting expectations for each project/reset;
- allocating time and resources of PSAs appropriately for each project;
- participating in training and onboarding of Product Service Associates;
- provides input and feedback to Product Service Supervisor in support of PSA development and performance management;
- escalating PSA HR-related concerns to the Product Service Supervisor

Core Responsibilities:

Pursues self-development and effective relationships with others by organizing resources and information; openly sharing information and knowledge with coworkers and customers; seeking performance feedback; adapting to and learning from change, difficulties, and feedback

Completes work assignments by applying up-to-date knowledge in subject area to meet deadlines; building an understanding of procedures, data, and resources to support projects or initiatives; collaborating with others, often cross-functionally, to solve business problems; understanding priorities, deadlines, and expectations; communicating progress and information; identifying and recommending ways to address improvement opportunities when possible

IV. Competencies Needed:
**Functional Competencies**

**Attention to Detail** – The ability to accomplish a task with concern for all the areas involved, no matter how small. This includes the ability to notice inconsistencies/faults in Store processes (e.g., Delivery, Assembly) in order to ensure the quality of services and products leaving the facility and to prevent further inefficiencies.

**Diagrams** – Knowledge of and the ability to interpret diagrams and schematics.

**Equipment and Tool Safety** – Knowledge of safe work practices for all machinery, tools, and operating equipment (e.g., conveyers, lift, reach, picker, platform picker, clamp, forklift, pallet, two-wheeler).

**Equipment Operations** – Ability to operate store equipment in assigned area (Including but not limited to LRT, telephone, paging system, iPhones, copiers, fax machines, computers).

**Lowe’s Policies and Procedures** – The ability and willingness to learn, understand, and communicate the company’s policies, procedures, and regulations related to SOPs (Standard Operating Procedures), work practices, operations, guest relations, and housekeeping.

**Lowe’s Safety and Loss Prevention Policies and Procedures** – The ability and willingness to learn, understand, and communicate the company’s loss prevention policies, procedures, and regulations related to loss prevention, safety, and security.

**Measurement** – The ability to use standard metrics and principles in order to compute measurements of the attributes of objects (e.g., Length, Width). This includes the knowledge and understanding of basic units of measure.

**Plans and Blueprints** – The ability to read and understand plans and blueprints. This includes the ability to use this information to build displays.

**Safety Orientation** – The ability to work safely and maintain awareness of workplace conditions that affect employee and customer safety. This includes the ability to understand and follow company safety policies and procedures, complete work in a safe manner, caring about safety of self, others, and customers, responding appropriately in an emergency, and reporting unsafe conditions.

**Stress Tolerance** – The ability to work productively and effectively when faced with stressful work situations and time constraints. This includes the ability to maintain patience and effective interactions with others under stressful working conditions, and to maintain a calm, controlled, and professional manner when facing high pressure and demanding situations.

**Core Competencies**

**Accountability** – The ability to hold self and others accountable for complying with rules and responsibilities while delivering high quality performance.

**Adaptability/Flexibility** – The ability and willingness to change one’s behavior or actions in response to differing circumstances or situations, changing business needs, or constructive feedback. This includes demonstrating flexibility with respect to schedules and work assignments.

**Decision-Making** – The ability to know when a decision needs to be made and having the readiness to make timely, sound, and ethical decisions. This includes selecting the most promising alternative or course of action, recognizing when outside advice is needed, and committing to action, even in uncertain situations.

**Dependability** – The ability and willingness to take ownership of work activities and ensure that they are completed accurately, efficiently, and in a timely manner. This includes being conscientious, committed, reliable (e.g., adhering to the attendance policy), trustworthy, and accountable for completing work activities.

**Initiative** – The ability and willingness to take independent action and complete job tasks without being instructed to complete them. This includes the ability and willingness to recognize assignments or tasks that need to be completed, to seek out additional assignments or tasks, and to help others.

**Integrity and Ethics** – The ability and willingness to uphold ethical standards and comply with all relevant
laws and company policies and procedures. This includes the ability to protect sensitive customer and employee information, property, and belongings.

**Interpersonal Skills** – The ability to develop and maintain professional, trusting, and positive working relationships with managers, supervisors, staff, co-workers, and vendors. This includes the ability to engage others in conversation and actively participate in conversations while interacting with others; being cooperative, approachable, and taking time to listen to and address others' questions or concerns; treating others with kindness, respect, and dignity; and expressing empathy and compassion when dealing with the needs and problems of others.

**Multi-Tasking** – The ability to quickly and accurately process multiple types of information and/or perform multiple tasks simultaneously.

**Planning and Organizing** – The ability to prioritize, plan, and coordinate work activities, and manage resources so that work objectives are accomplished efficiently.

**Problem Solving** – The ability to define, diagnose, and resolve problems. This includes seeking, logically examining, and interpreting information from different sources to determine a problem's cause and developing a course of action to resolve the problem and to prevent its recurrence.

**Sense of Urgency** – The ability and willingness to assess and establish priorities. This includes acting quickly to accomplish tasks in a timely manner to meet customer needs and demands, as well as following up on works in progress.

**Teamwork** – The ability to interact cooperatively and collaboratively with others as a team, including those holding divergent and/or opposing views and goals. This includes the ability to effectively deal with individuals who are difficult, hostile, or distressed.

**Time Management** – The ability to manage time so that the priority of the activities determines the timing and amount of attention received. This includes prioritizing, coordinating and organizing tasks to maximize productivity, and maintaining focus on short and long-term goals while dealing with distractions and interruptions.

**Verbal Communication** – The ability to communicate information clearly and politely to co-workers, supervisors, and guests when speaking. This includes targeting the amount, style, and content of the information to the needs of the receiver.

**Listening** – The ability to understand key pieces of spoken information, separating relevant from irrelevant information, and following verbal instructions and explanations. This includes listening attentively to spoken information to ensure that the intended message has been accurately received, holding responses until the person has finished making his/her point, and repeating information to ensure accuracy.

**Reading Comprehension** – The ability to read and understand sentences and paragraphs written in work-related documents and within database systems.

**Computer Use** – The ability to use computer and web-based systems (e.g., PC based tools, Microsoft applications, Web-based applications, iPhones) to input, access, modify, or output information or to execute programs or analyses. This includes the ability to access and store data, and to quickly enter and retrieve data from computer systems using a keyboard, mouse, or trackball.

**Coaching and Developing** – The ability to train, coach, and develop employees. This includes recognizing and fostering talent, enhancing employees' job skills and performance through instruction, training, personal guidance and example; providing appropriate developmental experiences for skill and job growth; and helping employees learn from their mistakes through constructive feedback and positive reinforcement.

**Delegation** – The ability and willingness to delegate the authority to complete work activities, giving clear direction as to what needs to be done, ensuring that team members have sufficient equipment or material resources, and monitoring performance to ensure quality and timely completion of assignments.

**Information Sharing** – The ability and willingness to keep others informed of important information, both
positive and negative.

**Leadership** – The ability and willingness to lead tasks and people effectively. This includes inspiring and motivating others, and soliciting and considering others’ opinions.

**Team Building** – The ability to motivate and guide others to work hard by building a sense of teamwork and commitment. This includes clearly communicating and reinforcing aims and goals of team, unity, cooperation, and excellence; and encouraging teamwork by making people aware of the value of each person’s unique background and contribution to the team.

**Training** – The ability to teach and train others (mentor) in processes and procedures.

**Trustworthiness** – The ability and willingness to complete work activities honestly and scrupulously. This also includes being committed, reliable, trusted, and accountable for completing work activities.

**Cross-Department Coordination** – The ability to work across organizational and department boundaries to achieve company goals. This includes the ability to build and maintain strong relationships with cross-department teams and managers and work cooperatively with others in order to meet team and organizational goals.

**Performance Management** – The ability to manage employees’ job performance and ensure job success. This includes setting and communicating pre-determined performance expectations and goals to employees, motivating employees, monitoring performance against expectations and timelines to ensure quality and timely completion of tasks, and providing specific and timely feedback on performance which is both positive and constructive.

**Diversity Awareness** – The ability and willingness to respect and value the differences and perceptions of different groups/individuals. This includes managing the diverse cultural, ethnic, gender, age, educational, professional, sexual orientation, etc. backgrounds and styles of others and adapting one’s own behavior to best manage the situation, and seeking out those individual differences to implement and achieve the vision and mission of the Company.

**English Language Proficiency** – The ability to speak English and understand spoken English when receiving instructions, and talking with management, co-workers, and customers.

**Learning** – The ability to acquire and apply new knowledge and skills. This includes the ability to study, apply, and master a series of steps, procedures, rules, tools, or guidelines needed to perform a variety of tasks.

### V. Dimensions of the Job

**SCOPE OF POSITION:**

<table>
<thead>
<tr>
<th>Number of Total Staff:</th>
<th>1-5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Direct Reports (Salaried):</td>
<td>N/A</td>
</tr>
<tr>
<td>Number of Direct Reports (Hourly):</td>
<td>1-5</td>
</tr>
<tr>
<td>Number of Indirect Reports (Salaried):</td>
<td>N/A</td>
</tr>
<tr>
<td>Number of Indirect Reports (Hourly):</td>
<td>N/A</td>
</tr>
<tr>
<td>Sales Volume:</td>
<td>N/A</td>
</tr>
<tr>
<td>Annual Operating or Staff Budget:</td>
<td>N/A</td>
</tr>
</tbody>
</table>

**Job Reports to:**

The Department Manager - PSA executes service projects and resets, and seeks guidance from the Product Service Supervisor, corporate Deployment Planning team, and Store Managers for merchandising focus, process and system support, and direction on store priorities and sales support.

**OTHER SCOPE MEASUREMENTS:**

<table>
<thead>
<tr>
<th>Item</th>
<th>Annual Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stores</td>
<td>Average per Market: 13</td>
</tr>
<tr>
<td>Total Project Volume</td>
<td>2080 hours per year</td>
</tr>
</tbody>
</table>

**SUBORDINATES:**

<table>
<thead>
<tr>
<th>Subordinate Title</th>
<th>Job Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Product Service Associate</td>
<td>PSAs travel between stores and execute Lowe’s service projects, resets, and departmental sweeps throughout the year.</td>
</tr>
</tbody>
</table>

**PROBLEM SOLVING:**

The primary problem that the Department Manager - PSA faces is to keep the team on assigned task(s) priorities across multiple stores, as defined by the Deployment Planning organization and/or the Product Service leadership. An individual in this position must be able to interpret project instructions and expectations, leverage previous experience, work effectively as part of a team, and communicate challenges to the proper channels (e.g., store management, corporate teams, Department Manager-PSA, Product Service Supervisor) in order to make prioritization decisions for multiple assignments while continuing to stay focused on accurate execution of those tasks.

Additionally the Department Manager - PSA will be challenged with consistently executing a project or task across multiple stores with different store layouts and environments. An individual in this position must be able to quickly adapt to different situations and scenarios (e.g., store management, store layouts, tools, project teams), identify discrepancies and issues with successful project execution, and collaborate with the Product Service Supervisor to determine appropriate resolution and ensure consistent execution across all stores in the market as opportunities are identified and resolved.

**AUTHORITY AND ACCOUNTABILITY:**

1. What decisions does this incumbent make serving as the single point of accountability for? *(Note: Decisions may still be made by collaborating with others, but the accountability resides with the incumbent in this role.)*

   - Authority to sign off on a completed project, validating that all requirements of the assigned task are completed as outlined in the project instructions, and providing supporting information on the execution or opportunities as requested.
   - Authority to escalate HR issues or incomplete reset or project execution to the Product Service Supervisor.

2. What decisions does this incumbent provide recommendations to, provide agreement/disagreement to, or provide input to?

   - Provides costs and recommendations to Store Management regarding the ordering of product support materials and submits orders for final approval.
   - Provides recommendations to the Product Service Supervisor regarding when to request additional store assistance.
   - Provides recommendations to the Product Service Supervisor regarding PSA scheduling (e.g., holiday, vacation) requests.
   - Provides input to the Product Service Supervisor regarding the hiring of new PSAs.

**VI. Qualifications**

**Required Minimum Qualifications:**
- 2 years customer service or retail experience in a fast-paced retail environment OR 1 year Lowe's store experience.
- Ability to lift 50 pounds with or without accommodation; AND 200 pounds team lift.
- Ability to read, write, and perform basic arithmetic (addition, subtraction).
- Licensed driver with reliable transportation and ability to pass MVR screen.
- Ability to travel between stores within market and work overnight and weekends as required.

**Preferred Qualifications:**

- High School Diploma or equivalent.
- 1 year supervisory experience including coaching/training and evaluating the performance of direct reports.
- 6 months product merchandizing experience including reading planograms, setting up and tearing down displays.
- 3 months experience operating forklift/power equipment such as lifts, order pickers, and similar equipment.
- Working knowledge of basic tools for the job (e.g., drills, grinders, reciprocating saw, circular saw, hand tools).
## Work Requirements

### Work Schedule
- Must be able to travel between assigned stores on a weekly basis, and to other stores within the market on a quarterly basis.
- Includes periodic overnight and weekend work as required.

### Physical Job Requirements
- Safety Harness: The ability to wear the safety harness to perform job functions.
- Manual Dexterity: The ability to make quick, accurate, skillful, coordinated movements of one hand, one hand in coordination with its arm, or two hands to grasp, place, move, or assemble objects.
- Climbing: The ability to climb, work, and carry items up and down ladders.
- Hand-Eye Coordination: The ability to coordinate one's eyes with one's fingers, wrists, or arms to move, carry, or manipulate objects or to perform other job-related tasks.
- Proper Lifting Techniques: The ability to properly lift heavy objects or equipment. This includes the knowledge of correct bending and lifting techniques as needed to properly position and use one's hands, feet, legs, arms, and back to lift objects or equipment, and to push, pull, and carry heavy objects.
- Visual Acuity: The ability to see details (e.g., letters, numbers, codes, color, symbols, marks, labels, signs) clearly to accomplish work tasks in a safe and efficient manner.
- Lifting 76 - 100 lbs +: Moves, lifts, carries, and places merchandise and supplies weighing up to 100 pounds with assistance.
- Lifting 41 - 50 lbs +: Moves, lifts, carries, and places merchandise and supplies weighing up to 50 pounds without assistance.
- Stamina: The ability to exert oneself physically over long periods of time. This may include performing repetitive or strenuous tasks such as data entry or coding as well as standing and sitting for long periods.
- Protective Equipment: The ability to wear all necessary personal protective equipment to perform job functions.
- Physical Strength: The ability to lift, push, pull, or carry objects using hands, arms, back, stomach, shoulders, legs, or a combination of these muscle groups.
- Agility: The ability to bend, stretch, twist, or reach out with the body, arms, or legs to perform job tasks. This includes the ability to move throughout all areas of the store (e.g., sales floor, receiving, register areas, lawn and garden) and outside the perimeter of the store.

### Environmental Concerns
- Tight Working Conditions: The willingness and ability to work in cramped/tight working conditions where mobility is restricted.
- Work Conditions: The ability to perform job activities under difficult work conditions such as in extreme cold, heat, inclement weather, at heights, or constant/intermittent sounds.

## Acknowledgement

I acknowledge that I have read the Job Description and I understand what would be expected of me. The Company reserves the right to change or reassign job duties or to combine positions at any time. I also understand that I am an at-will employee, and this Job Description does not constitute a contract of employment.

Applicant/Associate Signature: _______________________________ Date: __________________

Lowe’s is an equal opportunity affirmative action employer and administers all personnel practices without regard to race, color, religion, sex, age, national origin, disability, sexual orientation, gender identity or expression, marital status, veteran status, genetics or any other category protected under applicable law.