I. As Required

- Provide leadership, direction, and motivation for overall operation of the store to achieve goals.
- Lead with an enthusiastic style and motivate all Lowe's employees through recognition.
- Create and maintain a sales culture, ensuring all employees drive sales through WOW customer service.
- Maintain, at all times, a store culture that provides a safe store environment to all customers and employees.
- Maintain a secure environment for Lowe’s inventory, equipment and personnel.
- Responsible for the overall supervision, training and mentoring of all assigned personnel.
- Ensure all associates are active in the identification of existing opportunities through project selling and the correct and consistent usage of Detail follow up, Order Management, Lead Management, and PBM Customer Contacts.
- Provide direct supervision to Sales Specialists and Department Managers, provide feedback and ensure employees are reviewed in a timely manner. Ensure maximum productivity.
- Ensure all employees are clearly aware of the specific performance objectives relative to their particular jobs and that they are trained and held accountable.
- Ensure staff is knowledgeable of stock, special order merchandise, warranty information.
- Ensure that all employees new to the department(s) become certified in all of the Cutting and/or Lock Re-keying services available within their first 90 days.
- Maximize sales and margin by identifying sales opportunities.
- Maintain daily, weekly, and monthly store sales information, via Pocket Sales Card and ensure full program is in place.
- Ensure weekly, monthly, quarterly and annual business planning takes place.
- Ensure ProServices, installed and SOS program execution.
- Ensure execution of all ProServices Programs, Business Replenishment Program, Phone/Fax/Order Online, ProServices Deliveries, and Sales Specialist Meetings.
- Captain of Pro Customer Appreciation Days.
- Through the DM Installed Sales, ensure store has sufficient number of installers (notify AIM of deficiencies), ensure quotes are created in a timely manner when returned from installer, and jobs are ready for installer pick-up.
- Ensure installers are paid in a timely manner.
- Through the DM Sales Floor, ensure store has correct installed sales signage and special order signage at all times.
- Ensure Sales Specialist positions are filled with minimum vacancy in order to ensure minimal down time in the departments.
- Responsible for achieving EPP goals.
- Manager-on-Duty when required and manage by walking around.
- Resolve customer complaints in a timely manner and to the complete satisfaction of the customer. Ensure that all complaints are followed up on within 24 hours of notification and that appropriate action is taken to resolve the complaint.
- Responsible to keep close rates to corporate guidelines (over 65%).
- Responsible to keep CCIC complaints at less than 0.0085 per customer count.
- Ensure the store's call box response times are under the established company time limit.
- Partner with Store Manager and HRM to ensure execution of "How To" Clinics and reporting.
- Demonstrate detailed knowledge of all stock and special order merchandise; feature benefits, application, warranty information, etc. to the customers.
- Manage payroll hours and controllable expenses to ensure maximum productivity.
- Prepare for and perform physical inventory.
- Implement and maintain the corporate truck/forklift maintenance program.
- Responsible for overall management and execution of EMS tasks, for assigned areas.
- Maintain Lowe's merchandising, housekeeping, safety and security standards.
- Ensure operational programs are executed according to corporate guidelines.
- Ensure compliance and timely execution of all Lowe's merchandising programs to include planograms, end caps, register checkouts, store front, seasonal areas, etc.
- Ensure Sales Floor personnel keep Order Management screens current and follow-up on all orders as needed.
- Hold vendors accountable when product failures are involved.
- Must take ownership and responsibility for the store's inventory, including 5.3 pulls, seasonal merchandise, commodity inventory management, "A" items, job lot quantities and market specific products.
- Ensure efficient flow of product from receiving to appropriate department, making certain product is stocked and fronted according to plan-o-gram in a timely manner, keeping aisles clear and neat.
- Manage the IRP process including IRP validation reviews.
- Ensure stocking/downstocking is performed safely and efficiently.
- Ensure top stock merchandise is stored safely, easily identifiable and regularly pulled down.
- Maintain selling shelves to full capacity.
Administrative Duties: (if applicable)

- Complete DOT reporting, maintain DOT certification, and comply with DOT regulations and maintain CDL compliance.
- Provide training on all Lowe’s credit policies and procedures.
- Ensure only approved personnel are allowed access to the money room and safe, and all money handling is processed safely and securely, according to policy.
- Ensure execution of the Freight Flow Process and follow up with designated managers on the CyberManager metrics.
- Delegate completion of the Freight Flow Productivity Worksheet for each RDC truck.
- Document the freight flow work list daily and maintain assignments throughout the shift, validate the completed worklist.
- Ensure products are priced correctly and store signage is correct.
- Responsible for ensuring all aspects of Pricing is maintained and reviewed in accordance with Pricing Policy SF-06.
- Ensure credit applications are processed, securely stored, and retained in compliance with credit policy through regular application audits.
- Review the Requisition listing, ROP’s, assigned on the Freight Flow Worklist, and Weekly Downstocking assignments validating full shelf capacity and proper top stock maintenance was performed.
- Ensure inventory integrity, including but not limited to: inspecting incoming freight, ensuring damaged and store use items are billed out and or adjusted properly and ensuring receiving and shipping paperwork is properly filled out as per Lowe’s Policy and Procedure.
- Ensure all gift card displays and signage throughout the store are replenished, stocked and maintained at all times by Price Signage Coordinator, especially three to four weeks prior to peak.
- Perform administrative duties associated with the store inventory receiving function to ensure accurate and timely processing of all inventory paperwork.
- Ensure the promotion, communication, and execution for all current credit programs. In addition, promote credit as a sales tool in general throughout the store. Responsible for achieving the credit application goals for LOC, LPC, and the combined LAR/LBA/LBR.
- Process all forms of customer payments accepted by the store in accordance with established corporate policies and procedures.
- Responsible for measuring productivity and efficiencies in the following areas: Store Inventory Management, IRP, Freight Flow, Full Shelf Capacity, Downstocking Initiatives, and Receiving.
- Ensure schedules are created and edited using the Labor Scheduling System and posted 10 days prior to start of schedule by the HR Mgr and the Dept Mgr Admin. The schedule should directly support the forecasted payroll plan.
- Follow up on Store Inventory, RTM’s/Buy Backs, RTM Aged 60 Day Report, Outstanding PO/DC List and Out-For-Repair reports.
- Verify transactions (cash, refund, charge, credit) by comparing invoice totals and cash register log off reports with daily recap sheet. Perform cash register pick-ups per money handling policy.
- Serve as “Expense Captain” to control overall store expenses as assigned on page 4 of the Income Statement.
- Ensure compliance with local, state, federal and use tax requirements.
- Ensure corporate directed programs (LISA, BOB, SAM, RED, etc.) are being implemented.
- Foster engagement by Store employees in credit programs, and drive execution of applications and penetration rate goals.
- Ensure systems equipment is repaired or replaced.
- Review and follow-up on RTM reports.
- Review ROS Discrepancy Tool.
- Oversight Live Nursery receipts performed by Receiving personnel and/or Lawn and Garden personnel to ensure accurate, complete counts are performed per Lowe’s Garden Center Operations and Receiving policies.
- Maintain adequate inventory of delivery material.
- Delegate completion of the Weekly Downstocking Calendar.
- Ensure revisions to special order catalogs are distributed to all departments and proper documentation is maintained.
- Match items on invoice with quantities loaded by verifying descriptions, item and model numbers.
- Notify vendor/DC of discrepancies per company receiving procedures. Ensure credit is received.
- Ensure systems equipment is repaired or replaced.
- Review and follow-up on RTM reports.
- Review ROS Discrepancy Tool.
- Ensure only approved personnel are allowed access to the money room and safe, and all money handling is processed safely and securely, according to policy.
- Ensure returns are properly processed.
- Ensures all Vendor Service Programs and groups, including John Deere Program, are effectively managed.

II. Communications

- Responsible to communicate sales budgets by department to all employees and follow-up weekly.
- Responsible to create and communicate credit budgets by department to all employees and follow-up weekly. Able to speak with impact and facilitate morning/evening meetings to communicate needs and accomplishments.

III. Employee Relations

- Promote a friendly and diverse workplace where employees are motivated to provide superior customer service and clearly reflect and support the Lowe’s Vision.
- Recognize outstanding performance.
- Follow corrective action policy; ensure appropriate documentation is placed in employee files. Ensure employees are counseled under direction of appropriate manager.

IV. Record Keeping

- Ensure store’s compliance with the WOTC Program.
- Ensure Labor Management System, including scheduling information is current. Process any changes in employees’ availabilities in a timely manner.

V. Recruiting & Hiring

- Assist the Store Manager in the recruitment, interviewing, hiring and orientation of employees in their assigned area of responsibility.
- Ensure a fair and consistent recruitment program is in place.
VI. Safety & Security
- Detect common signs of shoplifting, theft and other security risks and promptly communicate to management and Loss Prevention.
- Comply with all safety procedures.
- Notify Manager/MOD of customer complaints, dissatisfaction or procedure violation.

VII. Training & Communication
- Ensure the HR Manager is planning and coordinating any necessary vendor supported training.
- Ensure all employees are aware of the Open Door policy.
- Ensure all assigned employees are trained and capable of performing their assigned duties and are able to provide superior service to our customers.
- Plan and execute code 3 program including ensure sales force maintains code 3 training and responds.
- Plan and execute all LLC Operational Training courses for front end, administrative, and back end (receiving) employees.

VIII. Daily
- Begin each day with a meeting to update employees on any specific tasks that must be performed, promotions they should be aware of and issues to be resolved. Discuss the importance of customer service and driving sales.
- Ensure appropriate staffing for assigned area. Review schedules daily to ensure appropriate coverage.
- Ensure customers are greeted immediately. Respond knowledgeably and promptly to all customer and employee questions.
- Provide superior customer service at all times through the daily execution of (and not limited to) the Customer Greeting, 10 Ft. Rule, 3 In-line, Phone Answering, Price Guarantee and Special Order, Installed Sales and Delivery programs.
- Ensure good housekeeping standards are in place and programs, such as zone recovery, are executed daily to guarantee that the store (including work areas) is clean and organized at all times.
- Assist customers as needed in locating, demonstrating, selecting, carrying, and loading merchandise.
- Ensure all Sales Specialists and all specialty sales areas and/or departments achieve budgeted sales and profits through daily review and proactive intervention.
- Understand and promote ProServices, Installed Sales, Special Order Sales, Call Ahead/Fax Order, Delivery, and credit programs.
- Must utilize contact, lead and order management systems to ensure timely follow-up and communication is consistently being executed. Review screens with Sales associates daily.
- Aggressively pursue and maintain Installed Sales, SOS, and Pro customers.
- Check with Assembler to ensure correct product mix is being assembled to meet sales trends and customer needs.
- Ensure Daily Safety Review (DSR) is completed.
- Daily follows up on outstanding issues on MR screens.
- Ensure work lists are completed efficiently and in a timely manner.
- Monitor timely completion of Internet Orders

Administrative Duties: (if applicable)
- Review and monitor proper completion of SOS PO Discrepancy Screen.
- Balance change fund daily.
- Ensure rental logs are maintained and checked.
- Verify Delivery/Vehicle Inspection Reports.
- Perform price reviews in accordance with Pricing Policy SF-06.
- Understand and promote ProServices, Installed Sales, Special Order Sales, Call Ahead/Fax Order, Delivery, and credit programs.
- Ensure all assigned employees are trained and capable of performing their assigned duties and are able to provide superior service to our customers.
- Ensure all employees are aware of the Open Door policy.
- Ensure all employees are trained and capable of performing their assigned duties and are able to provide superior service to our customers.
- Ensure all employees are utilized, and CC credits to determine the credibility of the cycle count program.
- Ensure cycle count program is completed according to policy.
- Review Production Team Daily checklist to ensure Production Office is utilizing the Installed Sales model Review the Store Inventory Reports and Misc. Inventory Adjustments.
- Ensure PBM Managed Accounts are being fully utilized, all customers are being contacted and the proper follow up and notes are being kept. Coach team on any identified opportunities.
- Must take ownership and responsibility for the store’s non-productive inventory, including In and Out (IO), Non-Rebuy (NR), Discontinued (D), Non-Stock (NS), J-Hook (JH), Seasonal Change (SC), and Model Change (MC).
• Review Store Profile and other reports as shared by District Manager and Store Manager.
• TRAINING & COMMUNICATION: Ensure one hour of training is completed for each full time employee and thirty minutes for each part time employee every week.
• Responsible for electronic Due File Review.
• Review Driver Logs to ensure on-going compliance to corporate standards.
• Review 3rd party billing (where approved by SVP). Match to 3rd Party Delivery Log to ensure charges are correct.
• Review Work Order/RTM Binder to ensure it is up to date and that RTMs are being filed and complaints are being handled.
• Review the P-card report, expense transmittals, Cash Over/Short, SOS Discrepancy Tool Reports.
• RECORD KEEPING: Responsible for ensuring correct and complete processing of weekly payroll.
• Meet with store management weekly to review progress. Participate in weekly staff meeting, take minutes and present any operational issues.
• Validate all SOS Returns on the RTM Work List.
• Ensure drivers with missing or expired documentation are not scheduled to drive delivery trucks.
• Review the Receiving Report Card and ensure plans developed to correct deficiencies.
• Follow Up on Out For Repairs (OFR). Ensure customers are being contacted when their merchandise is returned to the store for customer pick-up. Validate customer pick up and payment through RTM Clerk and front end. Review the "OFR Follow Up Report." Verify OFR item status in the system and review OFR items in bullpen, receiving area, RTM cage, etc.
• Review RTM Report to ensure inventory integrity at all times.
• Review P-Card Report.

X. Monthly

• Responsible to complete Installed Sales self-audit by the 5th day of the month.
• Responsible for final review and necessary comments prior to automated Due File Reversal, according to policy.
• Certify monthly Due File Totals are approved.
• Assist in conducting monthly market surveys to monitor competitions’ installed merchandise and labor pricing.
• Responsible to manage Installed Sales complaint paid outs to corporate guidelines.
• TRAINING & COMMUNICATION: Ensure store maintains Lowe's standards for training and certification percentages.
• Hold / attend Focus Group meetings monthly.
• Review Deliveries per Hour (available from LowesNet).
• Review Delivery Expense and Income report (available on HR Manager's computer).
• Administer and maintain price documentation according to Pricing Policy SF-06.
• Review cell phone communications billing for Delivery and Installed Sales.
• Responsible to provide monthly feedback and periodic meetings on Customer Focused Report Results and opportunities to all front end employees.
• Certify monthly Due File Totals are approved.

XI. Reports Available to Assist In Job Execution:

• A/R Transaction Listing
• Approaching Overtime Report (PAYR358A) 7.7.8
• ATS Reports: Over/Short Report, Deposit Logs, Register Summary & Check Listings
• Audit Report (CTA)
• Authorized Headcount Report 9.5 HOST
• Balancing Report By Sales Type (Cash,Credit,Charge
• Bi-Weekly Payroll Report (PAYR797A)
• Cashier Productivity Report - CPR (ADZR930A) 9.5 HOST
• Credit Card Information Report
• Credit/Refund Summary Report
• Cycle Count Summary Report (INZR525A) 9.5 HOST
• Daily Summary
• Daily Inventory Reconciliation Reports -DIRR 1-8 (INZ621A-INZ628A)
• DASH 7 (9.5 HOST)
• Due File Reports - EDF (EDZR200A-EDZR200B)
• End of Day Credit Card/Payment Report
• End of Day Totals Report
• Frequent Out of Stock Report (5.11.17)
• High/Low Report (INZR724A) 5.11.10
• Hourly Punch Detail
• Installed Sales Income Statement
• Installed Sales Report Menu(1.13.9)
• In stock Monitor - 0-1 OH & Neg OH (INZR610B, INZR610A) 5.11.8
• Inventory Replenishment Process Worksheets (INZR520B) 9.5 HOST
• Items with Zero Sales Report (INZZR750A) 5.11.14
• Items Out of Stock For More Than 2 Days (5.11.13)
• Management Punch Detail
• Monthly Income Statements (HRM Computer)
• Monthly Price Audit Report 5.11.5
• Monthly Sales Analysis (ADZR707A) 3.13.7
• Negative Margin Report (ASZR530A) 1.13.1 or 9.11
• NR&D, Zero On Hand Report
• Out For Repair (OFR) Follow Up Report (ORZR920A)
• Payroll Summary Card Report (CTA)
• P-Card Report
• Paid Out Summary Report
• Payment Detail Transaction Report
• Physical Inventory Report(s)
• Product Group Shrink Report (INVR960A) 9.5 HOST
• Schedules (Weekly)
• Selected Items Report (INZR710A) 5.11.1
• SOS Discrepancy Tool
• SOS Resale List
• Specialty Sales Report
• Store Profile (District Manager)
• Store Inventory Report (SIR) (PARR031A) 9.5 HOST
• Suspended Prices Report (INZR430A) 5.11.7
• Till Log/Loan and Withdrawal Worksheet
• Transaction Analysis Report Store 9.5 HOST
• Top 50 Items Sold by Dept (INZ605A) 5.11.3
• Unlock Sales Summary Report (ADZR580A) 9.5 HOST
• Vacation Planning Report
• Vital Stats (SLS500A) 9.5 HOST
• Weekly Hours Analysis by Dept (PAYR235A) 9.5 HOST
• Weekly Hours By Job Report (CTA)
• Weekly Sales by Product Group (SALR928A) 9.5 HOST
• Weekly Unusual Punch Detail Report (CTA)

XII. Resources Available to Assist in Job Execution:
• Human Resources Management Guide
• Policy & Procedure Manual
• Contact Management Manual
• Installed Sales Manual
• Staffing Web Site on LowesNet
• ProServices Best Practices

XIII. Supplies Available to Assist in Job Execution:
• Xpedx Items
• POD Items
• LRT
• Specktralink Phones
• Safety Knife, Tape Measure, Gloves, etc.

XIV. Contacts Available to Assist in Job Execution:
• Area Operations Manager (AOM)
• Area HR Manager (AHRM)
• Accounts Payable (658-2121)
• Credit Center (1-800-444-0430)
• Corporate Trade Payables (658-2090)
• Customer Care Department (658-7100)
• Customer Support Center (CSC)
• Delivery Support Operations (757-4334)
• District Loss Prevention & Safety Manager (DLPM)
• District Manager (DM)
• IT Support (1-800-964-3375)
• LowesNet (Lowe's Intranet)
• Market Price Manager (PM)
• Physical Inventory Manager
• Print Shop - email the "Print on Demand" mailbox
• Product Service Network (658-2700)
• Regional Loss Prevention & Safety Director (RPLD)
• Divisional Director ProServices; Divisional Manger – ProServices Programs
• Regional Sales Event Manager (RSEM) ☐ Regional HR Director (RHRD)
• Regional Vice President (RVP) ☐ Regional Installed Sales Director (RISD)
• Regional Director Operations (RDO)
• Staffing Email Mailbox
• Traffic Hotline (SOS, Freight, LTL & Truckload) (658-7300)
• Xpedx - (1-877-204-1800)
• Who Handles What (Corporate Telephone Directory)