



At-Will Job Description

Location: KBC International
140 Venture Ct., Lexington, KY 40511
FLSA Status: Non-Exempt

Job Title: **Retail Store Specialist**
Type of Position: Full Time, Hourly

Reports to: Retail Manager
Reporting to this Position: N/A

Email Resume to: mfyryer@kbcint.com

Job Summary

The **Retail Store Specialist** is responsible for generating sales by providing outstanding customer service as well as having a flair for marketing products and ascertaining what each customer wants or needs.

Duties & Responsibilities

- Provides courteous and quality service to each external and internal customer.
- Maintains an accurate, thorough, and up-to-date knowledge of the products and services provided by the company.
- Builds a loyal customer base by providing optimal customer service and responsiveness.
- Opens and closes stores and performs tasks such as counting money, balancing cash drawers, and processing credit card payments.
- Develops ideas and creates offers for direct mail and email marketing promotions.
- Keeps the store stocked with the appropriate levels of inventory product.
- Maintains a clean, safe shopping environment inside and outside the retail store.
- Responsible for the merchandising and the signage for displaying new product and promotional/seasonal items.
- Assists management in the proper staffing levels and scheduling of employees.
- Monitors and reports on sales activities and provides relevant management information.
- Assists the accounting department in the collection of outstanding customer debts.

Skills & Abilities

- Possesses exceptional customer service skills.
- Displays ability to be resourceful when acquiring information and answers for customers.
- Possesses ability to respond to customers in an efficient and accurate manner.
- Possesses ability to quickly learn Counterpoint POS software.
- Possesses computer skills, specifically Microsoft Office Suite.
- Proven ability to maintain confidentiality of company and customer records.
- Demonstrated ability to pay close attention to details.
- Possesses and applies a working knowledge of horse farms.
- Possesses and applies a working knowledge of horse breeds and disciplines.

Experience Requirements

- Minimum of five (5) years of experience with horses and horse products.
- Minimum of two (2) or more years of experience in sales or customer service.

Education Requirements

- Associates' Degree required in related field or equivalent work experience.

Physical Requirements Essential to Perform the Duties of the Job

- Frequently communicates with employees and customers in person, on the telephone, and on the computer to provide assistance.



- Frequently uses the computer with fingers and hands when searching for information and looking at available products.
- Frequently works in a well-lit, tempered room.
- Frequently operates telephone to call customers, vendors, and suppliers.
- Frequently lifts objects weighing up to fifty (50) pounds when selling and merchandising inventory.
- Frequently stoops, bends, or kneels to inspect products.
- Occasionally remains in a sitting position at a desk to perform customer service duties.
- Occasionally lifts products into a customer vehicle.

Acknowledgement

I have read this job description and fully understand the requirements set forth therein. I hereby accept the position of **Retail Store Specialist** and agree to perform all job functions and duties in a safe manner and in accordance with the organization’s established policies and procedures.

I hereby understand and acknowledge that my employment relationship with this organization would be of an “at will” nature, which means that the employee may resign at any time and the employer may discharge an employee at any time and for any or no reason. It is further understood that this “at will” employment relationship may not be changed by any written document or by conduct unless such change is specifically acknowledged in writing by an authorized executive of this organization.

The job duties outlined herein are general statements and essential competencies that describe the basic job requirements and cannot state in words every aspect of job content. Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time. This job description reflects management’s assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned. By signing below, I affirm that I can meet the essential functions of this position.

Signature – Employee Date

Signature – Supervisor Date