

**Lawrence Merchandising Services**  
**JOB DESCRIPTION**  
**SERVICE REPRESENTATIVE**

**Date: July 2018**

**Employment Classification: Part-time Regular Employee/Non-Exempt**

**I. JOB DESCRIPTION SUMMARY**

Service Representatives are responsible for executing, with a high level of accuracy, operational and administrative job tasks as directed by company policy, customer requirements, and the direction of Lawrence Merchandising Management. This is a part-time position; hours vary by week depending on the territory surrounding your address and your availability.

**II. REPORTING RELATIONSHIPS**

The Service Representative reports to the Field Service Coordinator. The Service Representative may have a Field Leader assigned to them who provides work direction and evaluation in the field.

**III. ESSENTIAL FUNCTIONS**

- A. Observes and follows established policies and procedures.
- B. Views list of calls on web-based system regularly and independently schedules projects to be completed between the hours of 8 a.m. to 6 p.m., Monday – Friday (unless alternative hours required for the project).
- C. Responsible for additional projects that may be assigned in designated locations.
- D. Reviews necessary project instructions and project updates provided via our web-based reporting system and email. Brings necessary instructions, project updates, and materials to store when servicing.
- E. Completes every store visit on time and within the allocated amount of time. If spending extra time, noting on the call report why the extra time was necessary.
- F. Executes tasks as directed via voice, print, or electronic instructions.
- G. Provides excellent customer service to stores and store personnel with professionalism and integrity.
- H. Completes accurate surveys on web-based system by the deadline, and submit photos as requested.
- I. Timely relay of field and store level issues to office via email or phone.
- J. Respond via email or phone within 24 hours of receipt of email or phone communication from corporate office staff or Field Leader.
- K. Creates an atmosphere of cooperation with stores, store personnel, and all LMS employees to foster compliance with merchandising standards, plan-o-gram, and merchandising programs.

**IV. DUTIES AND TASKS**

- A. Log onto web-based system using unique username and password to view assigned projects daily.
- B. Manage schedule to ensure all assigned work is completed on time.
- C. Review project instructions and follow steps as outlined. Print the instructions, if needed.
- D. Sign in to vendor log book upon arrival and departure at the store indicating the exact times and projects being serviced for Lawrence Merchandising in addition to checking in and out of each service via the web-based reporting system.
- E. Learn and follow all other store security guidelines.
- F. Meet with Store Leadership to review service procedures before and after completing project.
- G. Perform the following duties: including but not limited to:
  - a. Places and arranges merchandise according to plan-o-gram/schematics.

This job description does not constitute a contract of employment.

- b. Conducts accurate inventory counts, reorders, markdowns, and/or re-ticketing of products.
  - c. Conducts surveys.
  - d. Sets up displays according to project instructions.
  - e. Performs sign and label maintenance.
  - f. Performs basic display maintenance by dusting and light cleaning.
  - g. Visual merchandising when required.
- H. Take clear photographs as outlined in project instructions.
- I. Various other duties when required by Lawrence Merchandising Services.

## **VI. JOB QUALIFICATION**

- **Education/Experience**

Prefer at least 1-year retail/merchandising experience.

- **Specific Skills and/or Required Certifications**

Ability to access Internet on a mobile device as well as perform web-based reporting activities such as filling in surveys, downloading/printing instructions, taking and uploading photographs, and locating various information within the on-line Resource Center.

Ability to work independently and within a team environment.

Ability to communicate effectively with Lawrence Merchandising office staff and store employees.

Ability to read and interpret documents such as project instructions, procedure manuals, and plan-o-grams.

Ability to organize, prioritize, and multi-task multiple projects successfully to completion.

Ability to maintain confidential or sensitive information.

If driving while working for Lawrence Merchandising, it is required that you have auto insurance coverage at least equivalent to the state minimum requirements and a valid driver's license.

- **Mental**

Read, write, speak and understand English.

Perform simple mathematical calculations (i.e., add and subtract, multiply, and divide).

Visual presentation skills.

- **Physical**

Body Positions

Standing up to 5 hours at a time

Body Movement

Walking

Bending

Squatting

Kneeling

Stretching

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Frequent Reaching above shoulders  
Frequent Lifting of up to 20 pounds  
Occasional Lifting of 20-50 pounds  
Fine motor control hand movements

Body Senses

Speech

Hearing

Sight

Ability to read documents with small font sizes including order forms, inventory forms, schematics, and plan-o-grams.

Manual dexterity and touch

**VII. WORKING CONDITIONS**

The working environment is mostly indoors within a retail stores selling floor and the receiving area of a store. Some projects may require working outdoors for a short period of time.