



## Job Description

<b>Position:</b>	<b>Counter Sales</b>	<b>Department:</b>	<b>Feed</b>
<b>Reports To:</b>	<b>Location Manager</b>	<b>FLSA Status:</b>	<b>Non-Exempt</b>

### **Position Summary**

The Counter Sales position is responsible for the day to day operations of assisting customers, receiving and billing merchandise, processing payments, responding to phone inquiries, stocking merchandise, and keeping the retail area merchandised and clean to maximize profitability. This position also performs administrative duties to support department goals.

### **Essential Functions/Responsibilities**

- Stocks shelves or counters with merchandise
- Answers telephone and assists customer with billing and statement questions
- Bills products, receives payments, and tracks inventory
- Assists with maintaining records
- Accepts and records prepayment and bookings for products
- Proactively contacts customers to coordinate loads and maximize logistic efficiency
- Cleans and maintains display, counter and public areas
- Removes cash and reconciles amount of cash in the register at end of day and prepares deposit
- Enters incoming inventory and assists with inventory related tasks as needed
- Assists management with administrative duties upon request

### **Non-Essential Functions/Responsibilities**

- May travel to customer and/or internal locations to deliver product and/or gather requested information upon request
- Assists where needed in operations upon request
- Performs other duties and responsibilities as requested by authorized personnel

### **Qualifications**

#### **Education/Training Requirements**

- High school diploma or GED equivalent required

#### **Experience Requirements**

- One year experience in customer service or administrative support desired
- Agriculture background and/or knowledge of feed and agronomy products desired

#### **Licensing Requirements**

- Valid driver's license and commercial insurability required
- CDL desired

## **Skills/Abilities Requirements**

- Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions
- Ability to deal with problems involving several concrete variables in standardized situations
- Ability to read, write, and comprehend simple instructions, short correspondence, and memos
- Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization
- Able to use computer equipment related to inventory, work orders, billing, general correspondence and on blending equipment
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals
- Ability to compute rate, ratio, and percent
- Ability to learn and maintain knowledge of feed, grain, agronomy and inventory software

## **Physical Demands**

<b>Stationary Position</b>	Maintain a stationary position for 2-4 hours continuously while processing customer transactions
<b>Operate</b>	Frequently operates a computer, cash register, and credit card machine
<b>Move</b>	Frequently move for about 8-10 hours per day around the assigned location
<b>Transport</b>	Frequently moves merchandise ranging from 10 - 50 pounds from a cart or the floor to the shelf
<b>Reach</b>	Able to reach over head occasionally to place and remove merchandise on top shelves
<b>Positions self</b>	Able to bend, kneel, and squat frequently to position oneself to clean shelves and stock merchandise
<b>Ascend/Descend</b>	Able to climb an extension ladder occasionally to hang posters and stock merchandise
<b>Communicate</b>	This position frequently communicates with customers in the process of purchasing merchandise or answer questions. Must be able to exchange accurate information in these situations
<b>Exposed to</b>	Frequently works outdoors in cold and hot temperatures

## Acknowledgement

I have read and understand the job description for my position. I am able to perform all the essential functions for this position. I understand that management has the right to assign or reassign duties and responsibilities to this job at any time.

I agree to comply with the company handbook and all laws, rules, regulations and standards of conduct relating to my position. As an employee, I understand my duty to report any suspected violations of the law or standards of conduct to my immediate supervisor. I will strive to uphold the mission and vision of the organization.

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Employee Signature

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Date

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Employee Name (Printed)