



## Lot Associate - Job Description

Updated October 2009

### Job Overview

At the highest level, Home Depot Associates must (a) provide outstanding customer service to our Customers and (b) drive the sales and profitability of the store. Customer service objectives include delighting our Customers each and every day and fostering long-term loyalty bonds between our Associates and our Customers. There are six key priorities that deliver the Home Depot shopping experience:

1. Having good quality products available (in-stock, broad selection)
2. Making it easy and safe for our Customers to shop our stores (uncluttered, navigable store)
3. Giving our Customers good value (everyday low prices)
4. Providing our Customers the help they need (available associates dedicated to service)
5. Offering extra services (installation, delivery, special orders, etc.)
6. Making the shopping experience exciting and fun

The Lot Associate's primary responsibility is to load the orders into Customer vehicles. The position not only interacts with THD Associates, but the Customers as well. Because the Lot Associate is often the first and last Associate to interact with a Customer as they enter or leave the store, customer service plays a vital role in this position. Each Associate has the responsibility of providing a safe working and shopping environment by following all safety policies & standards, completing specified safety training, immediately correcting hazards & unsafe conditions or reporting conditions to the Manager On Duty, and working safely as not to endanger themselves, co-workers, vendors, or customers.

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### Primary Tasks and Responsibilities

#### Customer FIRST

##### FIND

- Seek out customers who need assistance, especially those with large loads.

##### INQUIRE

- Ask customers how they would like their merchandise loaded and make safe and legal loading suggestions.

##### RESPECT

- Greet all customers, even if helping others or speaking with another associate.

##### SOLVE

- Talk with customers as you help them. Ask them if they found everything they were looking for.

##### THANK

- Close by saying "Thank you for shopping with us. We appreciate your business."

## **ENSURES CUSTOMER SATISFACTION**

Provides fast, friendly service

- Offer a friendly greeting, smile, and make eye contact with customers
- Approach customers to determine if they need help loading product into vehicles
- Show enthusiasm with the customer
- Build relationships with customers by being the first and last contact the customer has when shopping the store
- Thank customers for shopping at The Home Depot

Loads customer products into vehicles

- Plan the best method of loading and securing merchandise in customer's vehicle
- Verify customer's receipt to ensure the product loaded is accurate
- Ensure that the customer's load is securely fastened to vehicle as per Safe Loading Training
- Ensure that all safety precautions are taken when loading a vehicle

## **MAINTAINS LOT AREA**

Monitors front of store

- Ensure that the exits/loading areas are not blocked or cluttered
- Make sure the outside displays are shoppable
- Ensure that all outside displays are within safety standards
- Report damages to signage or building structure
- Maintain a sufficient quantity of carts near the entrance of store
- Sweep and clean debris off front apron
- Check and empty garbage

## **SAFETY RESPONSIBILITIES**

Follows all Safety Policies & Standards

- Adhere to major and minor work rule policies regarding safety detailed in the Code of Conduct
- Report any incident/accident to the Manager on Duty
- Inspects Department Frequently for Unsafe Conditions & Behaviors
- Ensure that loading areas are safe
- Immediately correct unsafe conditions or notify Manager on Duty

Works Safely

- Complete specified safety training courses
- Use proper PPE (Personal Protective Equipment) and safe lifting techniques
- Work safely and report Associates who are acting in an unsafe manner
- Offer assistance to customers who are loading vehicles in an unsafe manner

## **BUILDS SKILLS AND KNOWLEDGE**

Builds Personal skills and knowledge

- Proactively seek knowledge on all products and services

## **MAINTAINS SECURITY AND INTEGRITY**

Follows all other policies and procedures

- Adhere to major & minor work rule violations detailed in the "Code of Conduct"
- Follow all loss prevention policies and procedures
- Actively participate in loss prevention programs and processes
- Treat all associates and customers with the respect policy in mind

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## Skills and Competencies

**Find:** Makes customers the first priority, actively seeks out customers, greets all customers, offers assistance. Seek out customers who need assistance, especially those with large loads.

**Inquire:** Seeks to fully understand the customers' needs and project, makes sure customer has everything he/she needs. Ask customers how they would like their merchandise loaded and make safe and legal loading suggestions.

**Respect:** Treats customers and other associates in a sincere, appreciative manner; has a polite, professional and positive attitude. Greet all customers, even if helping others or speaking with another associate.

**Solve:** Solves the customers problems, looks for opportunities to say "yes" and share product knowledge, empowers him/herself to take care of the customer. Talk with customers as you help them. Ask them, "Did you find everything you were looking for?" If they didn't, find the product or an associate who can help them.

**Thank:** Thank the customer and asks him/her to shop with us again. Close by saying, "Thank you for shopping with us. We appreciate your business."

**Professionalism:** Acts with integrity, maintains professional appearance, works effectively with others, resolves conflict, has a positive enthusiastic approach to work, and communicates effectively by utilizing active listening skills and fostering two-way dialogue.

**Learning:** Takes an active role in growing skills, abilities, and product knowledge, and seeks further understanding of all aspects of the business.

**Time Management:** Follows company policy regarding work schedules, arrives on time, makes good use of time while at work, completes tasks and assignments in a timely manner; seeks additional projects in down time.

**Team Player:** Helps other associates and colleagues; can be counted on to support work colleagues when needed.

**In-Stock:** Ensure store presentation standards are met being in-stock every day, communicate all out of stocks to Supervisor and Inventory team.

**Clean and Uncluttered:** Maintains a clean and uncluttered store/work environment, ensures that department/area and aisles are clear, product is easily accessible to customers and is properly signed; consistently removes trash and distressed items.

**Safety Compliance:** Follows safety policies and procedures outlined under The Home Depot Environmental health and Safety Management system element under "Worker".

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## Physical Job Requirements

- **Bending, squatting, reaching, twisting, lifting, pushing, pulling and moving items**  
*Requires the ability to move around the store and maneuver merchandise when necessary*
- **Responding to public address system announcements**  
*Requires ability to respond to customer service calls, personal pages and general information announcements*
- **Walking and Standing**  
*Requires moving around the store and outside property in all weather conditions to assist Customers*
- **Identifying and reading reports, tickets and UPC labels**  
*Requires recognizing, identifying and using merchandise and necessary reports*
- **Working in all weather conditions**  
*Requires frequent exposure to extreme weather conditions when loading and unloading product*

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## Environmental Job Requirements

- Forklifts and other heavy equipment traveling through the store, temporary cracks may appear in the floor, causing an uneven walking surface
  - The warehouse environment can be dusty and noisy
  - Doors are frequently open, causing drafts and interior temperature changes
  - Floors around work area may become slippery during wet weather conditions
  - May have to handle merchandise and work with tools with sharp edges
  - Passing forklifts emit gas fumes
  - Tools, supplies and related merchandise may contain hazardous materials
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**Minimum Qualifications**

17 years or older

Be available to work a variety of shifts including evenings and weekends

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**Acknowledgment**

I acknowledge that I have read the job description and requirements for the Lot Associate position and I certify that I can perform these functions.

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Signature

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Date

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Witness Signature

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*Management has the right to add or change these duties of the position at any time.*