



Overnight Packdown Associate – Job Description

Updated Jan 2011

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 aprons dedicated to service)
5. Offering extra services (installation, delivery, special orders, etc.)
6. Making the shopping experience exciting and fun

Overnight Packdown Associates are responsible for stocking merchandise onto shelves to achieve 100% in stock, organizing the sales floor to create a pleasant and safe shopping environment, and providing customer service as required by customer demand. In addition some Overnight Packdown Associates are designated to operate reach trucks and order pickers to bring down merchandise safely from the overhead bays to the sales floor. A successful Overnight Packdown Associate must have a high level of work commitment, work well with others and be capable of learning and following procedures.

Primary Tasks and Responsibilities:

Customer FIRST

FIND

- Make sure product is placed in correct aisles and bins to ensure sales associates can help customers locate product they are looking for.

INQUIRE

- Partner with department supervisors and sales associates about their low or out-of-stock product.

RESPECT

- Wear an apron at all times. Respect each other. Make eye contact, smile and greet other freight team associates.

SOLVE

- When taking freight to the floor, be sure to follow store standards and make sure that aisles do not get blocked.

THANK

- Thank your team members on the day shift for delivering excellent customer service.

HANDLING MERCHANDISE

- Stocking merchandise onto shelves to achieve 100% in stock
- Using appropriate safety procedures when organizing merchandise
- Merchandising new items as directed
- Building end caps and promotions including sign packages
- Breaking down and disposing of trash throughout shift keeping aisles safe and shoppable
- Maintaining aisle cleanliness and shoppability so that merchandise is accessible, customers are able to move through the aisles easily and merchandise is presented in a visually appealing manner
- Work in conjunction with Freight Team to maintain safe and organized overheads (e.g., striping overheads)
- Communicating with other Overnight Packdown team members and other associates to ensure all product is stocked in the proper place
- Communicating in-stock level of merchandise with Ops ASM, DS & IMS
- Packing-out and packing-down (including Power Pack down) merchandise as directed
- Moving freight safely from designated staging areas to overheads or bringing merchandise safely down from overheads using the appropriate equipment as necessary

DETERMINING AND MEETING CUSTOMERS' NEEDS

- At all times be aware of customer presence & approach and greet Customers as needed
- Asking open-ended questions and expressing interest in projects in order to put the Customer at ease, determine Customers' level of expertise and determine Customers' needs
- Answering questions about products and services
- Pass customer to experienced Sales Associate as required
- Utilize inventory reports as assigned by Supervisor (e.g., pack down process, top 25 and IMR)

OTHER TASKS OR RESPONSIBILITIES AS ASSIGNED BY SUPERVISOR

- Assist Receiving Associates with cleanup and receiving of stock on an as-needed basis.

Skills and Competencies

- **Customer Driven:** Use Customers FIRST behaviors (find, inquire, respect, solve and thank) to provide outstanding customer service (to both internal and external customers); follows through on responsibilities to customers; recovers from any errors made and leaves customer satisfied.
- **Attention to Detail:** Concentrates for an extended period of time; catches errors before completing assignments; maintains high quality standards for his/her work.
- **Gets Things Done:** Demonstrates the ability to get results despite a large workload, competing demands and a fast-paced environment.
- **Acts with Integrity:** Demonstrates responsible and honest behavior in all Home Depot roles, tasks and responsibilities.
- **Communicates Effectively:** Ability to listen attentively to others, ask appropriate questions, and speak in a clear and understandable manner.
- **Safety Orientation:** Follows safety policies and procedures; identifies and corrects safety hazards; encourages others to work safely.
- **Product Knowledge:** Demonstrates and maintains a thorough knowledge of the products and services provided at Home Depot.
- **Planning and Organizing:** Sets priorities, plans and coordinates work activities; obtains and manages resources so that work goals are accomplished on time and within budget.
- **Stress Tolerance:** Maintains a high volume, high quality work load under demanding conditions (e.g., time constraint, angry Customer, noisy environment); maintains a positive attitude.
- **Self-Development:** Is aware of own strengths and weaknesses; initiates action to improve one's own developmental areas.
- **Ground Engaged:** Aware of how the work performed in the job and the goals of the organization are interrelated; aware of the competition; knows the business and industry.
- **Promotes Teamwork:** Maintains positive working relationships with co-workers; effectively handles interpersonal conflict situations.

- **Punctuality/Dependability:** Adheres to schedule for arrival time, breaks and lunches; comes to work on days when scheduled.
- **Demonstrates Inclusion:** Demonstrates understanding and respect for people of all backgrounds.

Physical Job Requirements

- **Bending, stooping, reaching, twisting, lifting, pushing, pulling and moving items**
Frequently requires the ability to lift and move heavy and bulky items without assistance
- **Responding to public address system announcements**
Requires listening for customer service calls, personal pages and general information announcements
- **Walking and Standing**
Requires moving around the store to assist Customers
- **Identifying and reading reports, tickets and UPC labels**
Requires recognizing, identifying and using merchandise and necessary reports

Environmental Job Requirements

- Due to 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

Minimum Qualifications

Be able to work a flexible schedule including overnights and weekends

Acknowledgment

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

Applicant Signature

Date

Witness Signature

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