

A grayscale photograph of a man with short hair and a light beard, wearing a dark jacket over a white t-shirt. He is looking down and to the right, holding a pen and writing on a piece of paper. The background is slightly blurred, showing what appears to be a window or a bright light source.

| Counter Specialist

CERTIFICATION PROGRAM

HEAT.U

About the Program

HARDI's Counter Specialist Certification Program is carefully designed to provide you with expert advice regarding the necessary knowledge and skills that a successful Counter Specialist should possess. This unique program offers you the flexibility to develop those tools by customizing the program, making it relevant and successful for your company!

PROGRAM FOCUS

In addition to looking at tenure and a core set of counter skills, HARDI's Counter Specialist Certification Program focuses on five competency areas:

- Customer Service & Sales
- Wholesaling Business Knowledge
- Product Knowledge
- Safety & Warehouse Knowledge
- Additional (customizable) Focus

The program features four levels of certification:

Assistant, Associate, Senior and HARDI Certified

At each level the program focus remains on the areas mentioned above. The requirements simply become more appropriate for higher levels of certification.

Each certification level should take approximately 6 to 12 months.

Once HARDI receives notification of completion, the certification will be issued.

COMPANY SUPPORT

Each participating company will elect a training coordinator who is knowledgeable about the requirements and monitors the participant's progress.

The training coordinator will:

- Act as a support person for their Counter Specialist
- Receive a Training Coordinator's guide with an overview of the program and detailed information on how to facilitate the program
- Support and hold participants accountable for learning outcomes
- Use real-time data to track student's progress toward meeting his/her requirements
- Help shape the Counter Specialist's training curriculum by selecting appropriate training courses that meet each requirement
- Review the completed requirements of each Counter Specialist and approve certification before sending the record to HARDI for final verification.

Program Overview

HARDI's Counter Specialist Certification Program consists of seven requirements:

- ONE:** Participants must meet a tenure requirement, verifying a certain number of months' experience in a counter job. For example, at the assistant level a counter person must have at least 6 months or more of counter experience. At the HARDI Certified level, a counter person must have at least **24 months of tenure at the counter**.
- TWO:** Participants must exhibit proficiency in a core set of skills relating to their positions at the counter. This is not a training requirement. For the purposes of HARDI's program, we simply ask you to verify that your counter personnel have the level of knowledge required to successfully complete each core task.
- THREE:** Participants are expected to complete several beginner-level and advanced-level courses in customer service and sales. Other courses are required as the employee advances. HARDI and non-HARDI courses are accepted; you will select the most appropriate course to use.
- FOUR:** Participants are expected to complete several courses in wholesaling business knowledge and be able to demonstrate what a wholesaler is, how it functions in the supply chain, and how it becomes profitable.
- FIVE:** At each program level, a participant is expected to complete several product training sessions in order to increase expertise in your product and vendor lineup. Because HARDI does not offer product training, these requirements will be completed outside of our HEAT.U system.
- SIX:** Participants are expected to complete several courses emphasizing safety and warehouse knowledge. Selection of the most appropriate course is at your discretion; HARDI and non-HARDI courses will be accepted. An EPA certification will allow students to bypass some training classes.
- SEVEN:** Finally, we require an additional number of credit hours per certification level. HARDI will provide all required training. Non-HARDI courses will be accepted and you are encouraged to set additional requirements.
- The Counter Specialist Certification Program is administered by HEAT.U, HARDI's online learning system, which makes tracking progress and completion of the seven phases simple and efficient.

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PRICING

HARDI's Counter Specialist Certification Program is priced reasonably to afford your company the opportunity to enroll multiple counter associates.

The Counter Program requires a subscription to HEAT.U which is \$195 per year. This registration will give participants access to the counter curriculum, the tracking/reporting matrix and access to the entire HEAT.U library & e-learning coursework. Also ask about how to customize this program for your organization.

GETTING STARTED

To get started with the Counter Specialist Certification Program, sponsors should reach out by phone at (614) 345-4328 or email at hardimail@hardinet.org.

We will conduct an orientation for the training coordinator to detail their responsibilities and to ensure the company's familiarity with the program.

We will enroll all Counter Specialist Certification Program participants and provide them with an individual orientation, ensuring they enter the program understanding the requirements and with confidence in their ability to move forward toward a successful program completion.

We look forward to working with you and your Counter Specialists on this exciting program. Contact us today!

CONNECT WITH US

