

JOB DESCRIPTION

Job Title:	Inside / Counter Sales
Department:	Sales
Reports To:	Sales Manager
Employment Status:	Full Time, Non-Exempt
Grade Level:	

JOB SUMMARY

This position is responsible for providing complete solutions to both in-store and telephone customer inquiries. Providing value-added solutions by determining the source of the inquiry (ask "What are you doing?") and presenting products, tools and methods that offer a solution. Also responsible for the origination and presentation of products/material, assigned work areas, and project estimates within the scope of this position.

ESSENTIAL JOB DUTIES / RESPONSIBILITIES

- Concentrate efforts daily to support Northville Lumber's mission to **PLEASE. Provide a Legendary Experience Always Surpassing Expectations**
- Consistently provide the highest level possible of service to all customers with the main objective of creating a value-added proposition that provides a solution to an inquiry.
- Create relationships that revolve problem solving with a sense of urgency, warm interpersonal communication, and a sincere desire to help the customer succeed.
- Always determine the type and scope of the project that initiated the inquiry by asking every customer, "What are you doing" & "Do you (or your contractor) have an account w/us."
- Answer telephone inquiries pleasantly and promptly, using corporate procedures. Calls should include all stock options readily available, special-order options and timelines, and options to obtain the product in a timely manner including pick-up and delivery availability.
- Procure value-added, add-on sales opportunities with information on additional items related to purchases made. (Also ask "What additional projects are you working on?")
- Ensure customers have all required documents and are placed in direct contact with an Operations Employee for loading.
- Maintain up-to-date knowledge of the products sold (stock & special order), product usage, current pricing and new products on the market.
- Collect relevant information to support the objective of providing accurate project estimates in a timely and professional manner.
- Resolve routine issues/complaints in a timely manner. Partner w/ management as needed.
- Complete all sales/refund/credit transaction procedures timely and accurately with all associated/required documents.
- Maintain stock levels, display presentations, and housekeeping for assigned areas.
- Comply with dress code specified by Company policy.
- Actively promote teamwork by responding to assistance requests by all employees.
- Greet customers in aisle qualifying their product inquiries when not processing transactions or solving phone call inquiries.
- Complete any additional tasks assigned by Northville Lumber Management on time.

SKILLS, KNOWLEDGE & ABILITIES:

- One year experience in retail sales
- Must have ability to do math, read orders, follow instructions and complete forms
- Must have ability to communicate with customers, other employees and supervisors using verbal and written skills
- Must have basic computer knowledge
- Must have ability to ask questions and gain knowledge
- Must have strong interpersonal skills
- Must have good telephone etiquette
- Must be available to work Monday through Saturday

PHYSICAL DEMANDS:

- Ability to stand for up to 5 hours at a time
- Ability to lift up to 70 lbs
- Reach overhead to grasp materials
- Bend, stoop or squat to floor level on a repetitive basis
- Manual dexterity

ENVIRONMENT AND PHYSICAL WORKING CONDITIONS

- Work inside in controlled temperature.
- Occasionally work in outside temperatures.
- Moderate normal noise level.

EDUCATION

- High school diploma or general education degree (GED)

PREFERRED EDUCATION (NOT REQUIRED): Some college or technical school experience in retailing. Knowledge of building materials and procedures.

LICENSE OR CERTIFICATION

- Valid driver's license of the appropriate type class
- Insurability for driving

Job descriptions are only a summary of the typical functions of the job, not an exhaustive or comprehensive list of all possible job responsibilities, tasks and duties. The responsibilities, tasks and duties of the job holder might differ from those outlined in the job description and other duties, as assigned by management, might be part of the job.

Job descriptions are not intended as and do not create employment contracts.