

JOB DESCRIPTION

Job Title: Customer Service Support Specialist
Department: Store
Reports To: Store Manager
Employment Status: Full Time, Non-Exempt
Grade Level:

Job Summary

This position is responsible for in-store inventory control, displays and signage as well as assisting customers locate items, and for maintaining store and office areas according to OSHA regulations for proper work environment. This position will interact significantly with staff from Inside Sales, Purchasing and Vendors. This is a pivotal role because efforts are critical to overall Sales goals and profitability, and in helping to maintain partnerships between customers and vendors.

Responsibilities:

- Concentrate efforts daily to support Northville Lumber's mission to **PLEASE. Provide a Legendary Experience Always Surpassing Expectations**
- Provide customer service in a courteous and friendly manner: respond to customer inquiries, answer phone calls, help customers locate items
- Pull, tag, and prepare for delivery, all in-store inventory on a per order basis
- Monitor stock and replenish shelves; focus on product re-sets while maintaining safety, accuracy and efficiency
- Follow established corporate procedures when receiving, checking and stocking in-store inventory
- Execute all in-store price changes as directed by Store Manager, and Purchasing Manager
- Keeper of hardware for delivery support
- Advise hardware purchaser of stock requirements
- Handle signage maintenance and displays to enhance Sales
- Monitor cycle counts and coordinate with Store Manager, and Purchasing Manager
- Maintain a sales floor presence with the goal of securing and protecting company property at all times
- Follow established security procedures at all times
- Maintain Store and Office areas in accordance with OSHA regulations
 - Mop and scrub floors on a regular basis
 - Empty all wastebaskets and dispose of all materials designated for disposal as scheduled
 - Vacuum carpets on a regular basis; clean carpets as needed
 - Clean Sales counters
 - Advise management of the need for repair or replacement of structured materials or display systems
 - Use proper cleaning agents and materials
 - Maintain the inventory of cleaning supplies

Physical Demands:

- Ability to stand and walk
- Ability to stand for long periods of time
- Ability to speak and hear
- Ability to sit, climb or balance, stoop, kneel, crouch and crawl
- Manual dexterity
- Strength: lift and/or move up to 45 pounds
- Close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus

Environment and Physical Working Conditions:

- Work near moving mechanical parts, and in outside weather conditions
- Moderate noise level

Education: High school diploma or general education degree (GED)

Skills / Knowledge / Abilities:

- Must be able to read and write
- Must have good written and verbal communication skills
- Must possess proficient math skills
- Must have basic knowledge of Spruce system
- Must have good interpersonal and customer service skills
- Must be able to follow instructions provided in written or verbal form
- Must have ability to deal with issues involving concrete variables in standardized situations
- Must have ability to operate custodial equipment
- Knowledge and use of cleaning materials
- Ability to unload trucks using forklifts, pallet jacks; organize products into aisles and storage

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.