

JOB DESCRIPTION

Job Title: Outside Sales Representative-Building Materials

Department: Sales

Reports To: Sales Manager/General Manager, Northville Lumber

Employment Status: Full-Time/Exempt

Job Summary

*This position is responsible for both building and expanding relationships with both new and existing customers. Responsible for providing excellent customer service while exemplifying Northville Lumber's corporate mission to **PLEASE**.*

Essential Job Duties/Responsibilities

- Concentrate efforts daily to support Northville Lumber's mission to ***PLEASE. Provide a Legendary Experience Always Surpassing Expectations.***
- Meet with new prospects and current customers to understand their needs and provide solutions.
- Read and interpret construction documents and prepare accurate material estimates.
- In a timely and professional manner, creates and presents quotes and proposals. Maintains follow-up communication on same.
- Maintain accurate records of leads, sales and customer accounts.
- Ensure that quotes and proposals contain a value-added proposition while maintaining appropriate profit margin.
- Refers other potential sales opportunities to the appropriate sales representative.
- Work with Management and Inside Sales to ensure a high-level of customer service, proper documentation, project billings, accurate and timely invoicing.
- Investigate and resolve customer issues in a timely manner.
- Takes direction from credit manager with regards to collection of receivables. Acts on same.
- Recommends adjustments to current product line and pricing to remain competitive and profitable.
- Attends and participates in all company-sponsored training programs as required.
- Maintains high-level awareness of current building industry products, best practices, and trends.

EXPERIENCE: *Three to four years of building industry experience and/or training; or equivalent combination of education and experience.*

SKILLS, KNOWLEDGE & ABILITIES:

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, and/or governmental regulations.
- Ability to analyze, interpret and create itemized, accurate material estimates from a wide range of construction documents.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- Ability to calculate figures and amounts, such as: discounts, interest, commissions, proportions, percentages, area, circumference, radius and volume.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.

- Ability to interpret instructions furnished in a written, oral, diagram, or schedule form.
- Excellent interpersonal, communication, sales and customer service.
- Extensive knowledge of building materials products especially lumber and products intended for use in light-frame construction, both residential and commercial.
- Computer skills.

PHYSICAL DEMANDS:

- Ability to talk and hear.
- Ability to stand, walk and sit.
- Manual dexterity.
- Strength: lift and/or move up to 100 pounds.
- Close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

EDUCATION

High school diploma or general education degree (GED).

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.