

JOB DESCRIPTION

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

JOB SUMMARY

This position is responsible for providing solutions to both in-store and telephone 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 material 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**
- 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, “What are you doing”.
- Answer telephone inquiries pleasantly and promptly, using corporate procedures.
- Procure value-added, add-on sales opportunities with information on additional items related to purchases made.
- Maintain up-to-date knowledge of the products sold, product usage, product prices and new products on the market.
- Collect relevant information to support the objective of providing accurate project estimates in a timely and professional manner.
- Handle minor complaints with the objective of solving the problem.
- Comply with Company procedures on sales transactions, paperwork, refunds, credit memos, etc.
- Maintain stock, displays and housekeeping for assigned areas.
- Comply with dress specified by Company policy.
- Assist supervisor, other employees as needed.
- Promotes team concept.
- Pursue any and all other endeavors as directed by management.

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

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.