

NORTH STAR HARDWARE & BUILDING SUPPLIES LTD.

**JOB DESCRIPTION**

**Position Title: Contractor Sales Associate Job Status: Permanent, Full-time**

**Department: Contract Sales Reports To: Floor Manager**

# Position Summary

The Contractor Sales Associate assists the Contractor Sales Manager with all contractor-related sales. They will be a critical part of the Contractor Sales team in helping reach sales quotas and ensuring contractors are satisfied.

# Duties and Responsibilities

Under the supervision of the Floor Manager, the duties and responsibilities of the Contractor Sales Associate include, but are not limited to, the following:

* Resolve issues related to contractor sales;
* Maintain a strong level of knowledge and understanding of the needs of the business (short and long-term objectives and goals) in order to align solutions to meeting these needs;
* Provide support for order fulfillment for contractors;
* Review, adjust and approve orders for fulfillment;
* Assist in developing and implementing new sales initiatives, strategies and programs to increase sales;
* Help ensure the sales team operates in an efficient and profitable manner, ensuring all budgetary guidelines are adhered to;
* Assist in running sales reports and communicate information to senior management;
* Participate in proactive team efforts to achieve departmental and company goals.

# Other

* Other duties as assigned.

# Minimum Requirements

* Minimum of one (1) year of experience in sales;
* Excellent problem solving, multitasking and time management skills;
* Outstanding interpersonal and communication skills;
* Ability to handle difficult situations and customer concerns with confidence;
* Strong computer skills;
* Detail orientated with excellent organizational and follow-up skills;
* Responsible and motivated with a can-do attitude.
* Attend product knowledge training sessions as required

# Key Relationships

This position interfaces with internal and external contacts:

* Internal: *all staff*
* External: *contractors and suppliers*

# Working Conditions

* Required to work in a busy, open area which may result in constant interruptions;
* Required to spend long hours concentrating which will require attention to detail and high levels of accuracy; and
* Required to meet a number of deadlines which may cause stress.

This document will be reviewed for changes.

|  |  |
| --- | --- |
| Reviewed By: | Date: |
| Approved By: | Date: |
| Last Updated By: | Date: |