



Here's How.

Job Description

Position title: Contractor Sales Associate	Location: Contractor Sales Operations
Reports to: Contractor Sales Manager or GM	Store: Various

Purpose:

The Contractor sales associate provides prompt, courteous and efficient sales & service to contractors/customers, asking questions to determine the contractor's/customer's needs and then matching products to meet their needs; preparing quotations and working with Logistics to coordinate shipment of product and processing invoices for payment.

Responsible to:

- Determine contractor's/customer's needs by using the consultative sales process:
- Pro-actively identify sales opportunities, ask for the business and refer business to other areas of store or other Pro Builder's stores as able to.
- Use current price list/ information when negotiating large orders and refer to Contractor Sales Manager or General Manager for approval outside the list as required.
- Provide quotations to contractors/customers and process successful sales orders. In some cases (more senior roles) estimate entire lumber package for home projects or numerous residential and commercial projects.
- Process special orders for non-stock or out of stock items and record contractor/customer requests for product and telephone/follow-up with customer when product arrives at the store.
- Be familiar with items in stock, yard inventory, including product use and operation as it related to lumber and building materials and supplies.
- Be alert for sales & referral opportunities to other areas/departments of store.
- Liaise with the Yard Manager to ensure the product is delivered in a timely manner and to meet the customer's needs.
- Process inter-store transfers and provide general administrative support to Contractor Management sales team.
- Process invoices for goods sold to customers and request payment.
- Track all sales activities (follow-up calls, permit leads) and other type of pro-active activity in order to meet or exceed individual and team sales targets.



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- With other members of the Contract Sales Associate team, ensure area is clean, orderly and the assembly/take down of all product displays.
- Participate in ongoing personal training and development as requested by the company.
- Assist in training other new associates.
- Work on special projects as assigned by Contractor Sales Manager.
- Other duties, as required.

Must have: (Knowledge, Education, Certifications, Experience)

- 3-5 years contract sales experience
- 2-3 years customer service experience
- High school diploma

Nice to have: (Specialized experience or industry knowledge)

- Knowledge of current industry trends and pricing, local building codes
- POS system experience or other computer database systems & Computer literate
- Hardware, Lumber & Building materials industry knowledge
- Retail background
- Sales training and or education
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Competencies:

Above & beyond customer service attitude

Good sales skills

Easy-going

Independent

Measurement skills

Team Player

Rapport building

Willing to learn and keep up-to-date on product knowledge

Excellent communication skills

Working relationships:

Contractor Sales Manager, General Store Manager, contractors, customers & co-workers.

Career development opportunities: Contractor Sales Manager, Retail operations manager.



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Acceptance of Job description:

Employee Name (Printed)

Employee Signature

Date