



Title: Inside Sales/Order Desk Representative

Location: 16 Speers Road

At Star, our people make the difference. We offer an exciting place to build your career with competitive compensation and benefit packages, company matching RRSP/DPSP program, employee home purchase program and employee discounts.

Job Overview

Reporting to the Store Manager, as the **Inside Sales/Order Desk Representative** you will assist customers with material purchases and orders, ensuring delivery of excellent services to exceed customer expectations. You also ensure the store area is appealing and presentable.

Your day-to-day responsibilities will include:

- Assisting customers with selection of building materials and hardware. Ensuring customers are provided with excellent service to enhance customer satisfaction.
- Completing sales orders and processing payments in compliance with standard processes, procedures and policies to ensure accuracy of orders and arrangements of deliveries.
- Providing deck designs, material take-offs, estimates and quotes for customers as required.
- Assisting in store merchandising and replenishment of products. Completing opening and closing routines, back stocking, labelling, and periodic inventory physical counts to maintain a clean and organized store area.
- Attending product training sessions and staying current on product knowledge.
- Performing cold calling to generate sales leads as required.

As our ideal candidate, you are...

- A strong communicator; you clearly express your thoughts in conversation and in written communication.
- An active listener; you seek to understand and listen to others in a non-judgmental way.
- Mindful; you respect diversity and deal with sensitive situations using high degree of integrity.
- Excellent service oriented; you handle relations with customers, internal and external parties with tact and diplomacy.
- A creative problem solver; you think outside the box for solutions without fear of failure.

Essential Requirements

- High School Diploma, or equivalent.
- Minimum 1 year of sales or customer service experience, preferably in building material retail environment.
- Satisfactory verification of criminal record check.
- Comfortable using office equipment and Microsoft Office programs (Outlook, Word, Excel, Teams, SharePoint and PowerPoint).

What We Value

- Creating trusting and successful working relationships.
- Setting clear, measurable and achievable goals.
- Cooperating with team members in an open, positive and respectful manner.
- Staying current with technical job skills.
- Consistently meeting customer expectation.
- Taking responsibility for the outcomes of decisions and actions.

Work Conditions

You primarily work in the retail store during regular business hours. Overtime may occasionally be required.

About Us

Star Building Materials is an independent, wholly owned division of Qualico. The company is a leading provider of building materials, trusses, ready to move homes, and cottage and garage packages operating under the Star Building Materials, Star Ready to Move Homes and Star Truss brands. With over 50 years of experience, Star Building Materials is committed to providing reliable and innovative products and services. To learn more, click [here](#).

Qualico welcomes applications from people with disabilities. Accommodations are available upon request during the assessment and selection process.

Candidates being considered will be contacted. We thank you for your interest. Join our [Talent Community](#) to stay up to date on job opportunities and to find out why we have the best reasons to come to work every day.

Closing Date: May 24, 2023

[Apply Here](#)