



**Title:** Customer Service Representative – Inside Sales

**Location:** 2345 Alyth Road SE, Calgary, which is on a great bus route!

**FYI: In late 2024 – early 2025, Star will be moving to a new facility at 292156 Crosspointe Road, Rocky View County, AB (behind the Century Downs Racetrack/Casino in Balzac).**

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 Customer Service Supervisor, Star Building Materials, as the **Customer Service Representative – Inside Sales** you will process orders and respond to inquiries in a professional and timely manner to maintain positive relationships with customers.

Your day-to-day responsibilities will include:

- Monitoring the marketplace and staying informed about competitors' tactics and customers' reviews. Ensuring customer complaints or issues are resolved in a timely and professional manner.
- Assisting Accounting and Credit departments to resolve billing, invoicing and collection issues.
- Performing take-offs based on customer-supplied blueprints, drawings or other specifications, and recommending product options according to customer needs and budgets.
- Researching and securing best prices for order items from vendors.
- Monitoring schedules of floor and roof production, and informing customers of any delays to arrange alternative delivery dates. Following up with on any irregularities with Sales Representatives.
- Completing all sales documentation including estimates, contract quotes and any order changes for clients, contractors and sales associates.
- Processing orders, and following up with any incomplete transactions to close sales.
- Updating product specifications (from Designers) and any price change into system.
- Staying current on program and process improvements related to sales and customer service.

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 customer service experience.
- Satisfactory verification of criminal record check.
- Comfortable using office equipment and Microsoft Office Programs (Outlook, Word, Excel, Teams, SharePoint and PowerPoint).

### **Preferred Qualifications**

- Previous customer service experience in a building materials retail environment is an asset.
- Related experience working with manufactured wood products, such as selling fences, decks or wood products is an asset.

### **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 an office setting during regular business hours, 7:00 AM to 4:00 PM. Overtime may occasionally be required.

### **About Us**

Star Building Materials is an independent, wholly owned division of Qualico. Since 1958, Star Building Materials has sourced, manufactured, and supplied quality building materials to builders, developers, renovators, and homeowners. It is our mission to innovate within the construction industry, exploring new methods to help you reduce waste, increase efficiency, and manage project costs.

None of this would be possible without people. We hire only the most forward-thinking, experienced, and passionate staff to serve your building needs. We care deeply about the quality of the products and service you receive, and we invest in our relationships both with our employees and our customers. We aim to reach beyond minimum standards of safety and environmental concerns.

We serve our clients with some of the most innovative building solutions available, including framing and finishing materials, engineered wood floor systems, trusses, drywall, insulation, and a wide selection of related supplies. 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:** June 17, 2024

[Apply Here](#)