

JOB DESCRIPTION

**Contractor Sales Counter**

# PRIMARY FUNCTION/OBJECTIVE

The responsibility of the Contractor Sales Counter associate is to provide prompt courteous and efficient service to customers, advising them on appropriate merchandise and related items. Use retail software, cycle counting, general housekeeping of shelves in Contractor Sales Counter area, loss prevention, merchandising, restocking and staying current with trends in the industry.

# DUTIES/RESPONSIBILITIES

* Ensure customers are greeted within 30 seconds of entering the store or your department.
* Determine customer’s needs by asking open-ended questions.
* Communicate product knowledge to the customer as appropriate.
* Assist customers in locating and comparing merchandise.
* Assist customers with finding all items needed to complete their project.
* Process special orders for non-stock or out of stock items.
* Assist customers with carrying out of large or heavy items.
* Ensure all orders are billed out properly to our customers.
* Always verify that products billed to customers are available for sale.
* Arrange deliveries of product to maximize efficiency for both the company and customers
* Provide quotes for projects as requested by customers.
* Follow procedures and maintain standards according to store policy in the following areas: loss prevention, receiving and pricing goods, merchandise handling and presentation, housekeeping, reordering merchandise, restocking shelves and proper completion of transactions.
* Advise the designated manager of shortages, damaged goods, back-orders etc.
* Change prices on merchandise, bins, displays, etc. as necessary.
* Build special displays and signage for sales, promotions and other special events.
* Remove sales banners and promotional displays, prices etc. and rearrange stock following promotional events.
* Keep stock in storage area neat, clean, and orderly.
* Participate in regular cycle counting, and assist in taking annual inventory counts.
* Attend store meetings, training sessions, etc. as required.
* Work on additional duties and assignments as assigned by management.
* Always take appropriate safety precautions when cutting pipe, glass, wire mesh, making keys etc., in accordance with Health & Safety Policies, and make an effort to minimize waste.
* Work in a safe manner in accordance to provincial and federal safety legislation, as well as use of good judgement. Report any potential hazards and unsafe behavior to Human Resources, in order to have the situation corrected.
* Follow safe job procedures as outlined in the Company Safety Manual.
* Make every effort to achieve goals as documented at reviews.

# EDUCATION/SKILLS REQUIRED

* Ability to work a flexible schedule including weekends, evenings and holidays.
* Friendly and helpful attitude toward customers.
* Excellent communication skills.
* Ability to work in a fast-paced environment.
* Willingness to learn.
* Good mathematical skills.
* Excellent organizational skills.
* Prior retail experience beneficial.
* Creative abilities for making attractive in-store displays.
* Willingness to continually develop professional skills and knowledge base.
* Ability to work co-operatively in a team atmosphere.

# WORKING RELATIONSHIPS

* Report directly to your supervisor
* Meet with Supervisor/Human Resources for annual performance review.