

Metrie is hiring for a Part-Time Field Service Representative in Saskatoon, Saskatchewan!

Who We Are

Metrie is a multi-national leader in the millwork industry with over 30 locations that produces and sells interior finishing's across North America. We're passionate about making a difference by helping our customers transform their houses into homes and love where they live! You've probably seen our products in the media featured on tv shows and magazines such as HGTV, Style at Home and House & Home, or by one of our Instagram influencers.

Why should you work for Metrie? With us, you're more than just a number. We work hard to create a home for our Metrie family where you are empowered to be your best every day. Your contributions matter to us! We take pride in our culture of learning, ownership, and one team, and are committed to cultivating a diverse and inclusive workplace for everyone.

What You'll Do

As the **Field Service Rep**, you will play a key role in our Retail channel and provides safe value-add fulfillment and merchandising services to our Retail customers including stocking, displaying, and maintaining store shelves with our various products. They drive sales growth by maintaining inventory levels, store appearance, and customer service. They are responsible for building and maintaining key relationships and partnerships with the local store leadership and associates. Requirements for this role include maintaining product presentation standards, stocking inventory on site, inventory management, and deficiency reporting for multiple locations as assigned by the District Manager.

Key Relationships: You will report directly to the District Manager. You will also collaborate with the National Merchandising Manager, Retail Channel Leadership, and various Customer Management and associates.

Job: Part-time 10-16 hrs per week. Availability required for Wednesday and Thursday.

Location: This role is mobile and will report into our District Manager based in Calgary and be responsible for servicing surrounding areas of Greater Victoria Region

At a high-level, you will:

- Provide a safe consistent shopping experience for the end consumer
- Drive in-store sales by maintaining inventory levels, product placement, and merchandising standards

- Ordering and stocking inventory at various store locations
- Ensure a positive customer and consumer experience through relationship and partnership building; knowledge of product offering, features and use; and customer service orientation
- Performs the 'full-cycle' fulfillment process at designated stores, from at home through to store visit wrap-up; following all standard operating procedures (SOPs) for performing the work (safety, work methods, cleanliness standards, and visual merchandising standards)
- Effectively manages store inventory levels, under the vendor-managed inventory programs (VMI), to standard (cycle counting, verification, and managing adjustments of on-hand amounts within VMI)
- Inspects fixtures, signage, branded marketing collateral, and pricing sets to validate they are at standard; makes necessary replacements while in-store; reports deficiencies to on-site contact; informs DM

Tools and Equipment Experience:

- Customer Location Computer, Printer and Fax
- Hardware/Software (MS Office, SAP VMI, MS Teams, Tablet)
- Drywall and lumber Carts
- Hand power tools and equipment experience

Physical Requirements:

- Must be able to frequently lift and carry millwork products weighing up to 50-75 pounds to organize, maintain and replenish store displays/shelf inventory with product (frequent lifting/moving required)
- Occasional pushing and pulling of drywall carts weighing 50 to 2000 pounds (assistance provided by other team mates to move heavier loads).
- Frequent reaching to various levels and directions to inspect and handle products and fixtures.
- Occasional use and operation of basic hand tools such safety knife, snips, and other basic hand tools

- Possess dexterity for complex hand-eye tasks, including molding and door identification and differentiation, keyboarding for order entry, writing on documents/forms, and pricing accuracy.
- Continuous standing, frequent walking, stooping, bending and twisting and occasional kneeling needed to handle &/or inspect product and fixtures
- Frequently required to read written & electronic documents and product labels.
- Continuously needs to hear and verbally communicate in order to interact with and respond to management, customer and their team members, and consumers.
- Will frequently be exposed to material handling equipment and conveyances (forklift, drywall carts)
- Ability to use safety equipment and personal protective equipment at the work site.
- The ability to work safely within any safety requirements which may apply.
- Regular and frequent travel; 100%

Who You Are?

We would love to hear from you if you:

- Should own a vehicle and have a Valid Driver's license with clean personal and commercial abstract
- Ability to work with a flexible schedule as client needs arise
- High School diploma; Post-Secondary degree/diploma preferred.
- Knowledge of Inventory management procedures and systems
- PC literate with knowledge of using tablets, RF scanners and other devices
- Ability to communicate well in both verbal and written forms with a variety of people including Metrie Leadership, Store Management, store staff, and the end consumer.
- Strong time management with ability to work independently or collaborate with a team and flexibility to adapt to schedule changes
- Exceptional customer service skills both in person, email and phone
- Ability to work efficiently, independently, and without supervision; a self-starter who can work independently, yet be an effective member of a broader remote team (provide remote updates on process and outcomes of assignments)

- Ability to carry out instructions furnished in written and/or verbal form.
- Ability to reason, make decisions, and use independent judgment in various situations.

What Metrie Offers

- A collaborative work environment that has clear direction for future strategy and goals
- Competitive pay starting at \$20/hr
- Mileage allowance
- Challenging and meaningful work, and the chance to participate on cross-functional teams across the company
- Development opportunities – we recognize potential in our people and strive to offer various opportunities for advancement, training, and personal growth
- Family-oriented culture, focused on putting our people first

Interested?

If you'd love to work with us, send us your resume by clicking "Apply Now". We look forward to seeing your application!

Metrie embraces diversity and is committed to creating an inclusive environment where all team members and customers feel like they belong. We are an equal opportunity employer and invite any and all qualified applicants. If you require accommodation at any time throughout the recruitment process, please contact our People and Culture team.