



Job Description

POSITION: Inside Sales/Front Counter

LOCATION:

EDUCATION: High school diploma or equivalent

HOURS: Monday-Friday; Day Shift; Overtime as needed

REPORTS TO: General Manager and Operations Manager

Duties / Responsibilities

CUSTOMER SERVICE

- Maintain clean and organized front counter
- Set up and maintain showroom to create most effective and efficient environment to promote sales
- Keep shelves stocked and faced
- Assist walk-in customers
- Load customer vehicles on will-calls (up to 50 lbs.)
- Receive and process orders regarding front counter sales via phone, text or email
- Suggest add on sales to all customers
- Professionally handle customers concerns/issues, notifying salesmen and management if necessary

INVENTORY CONTROL

- Count and maintain inventory for showroom products, overstock, mud, bead and screws
- Assist yardmen with inventory and organization of board, steel, insulation, ceiling tile, wood and other warehouse items
- Notify Purchasing Agent of low quantity or out-of-stock items
- Immediately notify Inventory Manager of any adjustments or discrepancies
- Keep up-to-date in receiving inventory by notifying management of damages, using packing slip, verify correct quantities and products are received
- Assist yardmen, drivers and helpers with shipping/receiving discrepancies

FORKLIFT

- Maintain and carry current forklift certification card
- Complete daily inspection FORM
- Keep forklift neat and clean with proper tools/equipment
- Notify management for service or repairs

OTHER

- Train new employees as required
- Timely communicate maintenance, equipment/property damage, safety and security issues to Management
- Observe all safety rules
- Other duties as assigned



Requirements

- Responsible for working _____ am - _____ pm and cover shifts as seen appropriate for the success of the location
- Must demonstrate reliability, efficiency and ability to multitask
- Must have and maintain forklift certification
- Must have and maintain a valid driver's license
- Working knowledge of building materials is extremely helpful
- Strong personal leadership, communication and organizational abilities
- Professional work ethic, and self-motivation
- Superior customer service skills including professional appearance and attitude
- Excellent phone etiquette and computer skills

Physical

- Sitting for long periods of time
- Physical Mobility (bending, stooping, twisting, pulling and carrying materials)
- Lifting up to 50 lbs. repeatedly throughout the day

Measure of Performance

- Consistent quality of work performed
- Compliance with company policies and procedures
- Cooperation with others, develops and demonstrates teamwork
- Attendance and punctuality record

Job Description Agreement Form

I have reviewed and understand the attached job duty description and believe it to be accurate and complete. I also agree that management retains the right to change this description at any time.

Employee Signature:

Date:

Employer Signature:

Date:
