

# Service Counter

**SUMMARY :** Sales Counter Representative is responsible for assisting customers to determine their needs, answer their questions about our products and recommend the right solutions. You should also be able to promptly resolve customer complaints and ensure maximum client satisfaction. Other companies may refer to this job as Customer Service, Service Advisor, or Store Associate.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** Responsibilities include but are not limited to:

- Greet customers and ensure a good customer experience.
- Assess customer needs and provide expert advice on store products.
- Present and demonstrate the product highlighting its positive features and suggest complementary products.
- Process Invoices, credits, and special orders for customers
- Actively participate in achieving store sales objectives
- Keep up to date with new products and their functions.
- Develop a basic knowledge of all the departments in the store.
- Be aware of current promotions and flyers.
- Comply with policies and procedures regarding loss prevention, breakage of goods and health and safety.
- Perform other duties as requested by the supervisor.

## QUALIFICATIONS

- Knowledge of lumber, building supply and construction industry.
- Solid communication and interpersonal skills
- Specific area knowledge in plumbing, paint, electrical, and general DIY is a plus.
- A friendly and energetic personality with customer service focus
- Be able to work well as part of a team.

## BENEFITS (including but not limited to):

- Competitive wages based on experience.
- Health, Dental, Group Life Insurance (once 3-month probation has been completed)
- Deferred Profit-Sharing Plan and RRSP Deduction Plan (after 12 months FT employment)

## EXPERIENCE:

- Sales/Customer Service: 5 years (Required)

Job Types: Full-time, Permanent

