

## **Job Description for: Counter Sales/Warehouse**

### **Summary:**

Provides excellent customer service by assisting customers promptly and courteously with their purchases and efficient processing of their orders. Answers questions, provides information as needed. Generates sales through excellent customer service, add-on and up-selling. Performs all job responsibilities in a safe, timely and efficient manner.

### **Essential Duties and Responsibilities:**

- Promptly assist customers at counter. Ask pertinent questions, provide information they may need, take orders and provide excellent customer service.
- Conduct self in a professional and ethical manner at all times. Treat external and internal customers and associates with courtesy and respect.
- Data entry and retrieval on computer system, including entering of customer orders, branch transfers, obtain quotation information, inventory information, pricing.
- Follow-up on customer orders, resolve problems to the customer's satisfaction, respond timely to customer.
- Answer telephones professionally and pleasantly, assisting customers, taking orders and providing excellent customer service.
- Provide product/job quotes as appropriate.
- Continuously update product knowledge through any available resources. Stay informed and educated as to product inventory and applicability. Know location of merchandise in warehouse.
- Effectively communicate to customers any relevant policies and/or procedures regarding purchases, returns, credit terms, etc.
- Accurately fill customer orders as needed by retrieving requested material.
- Accurately and safely load & unload trucks as needed.
- Check in and put away material, verifying quantities and quality of received material. Maintain clear isles and walkways. Ensure material is properly organized.
- Assist in maintaining appearance of branch as needed, straightening, cleaning counter area, warehouse, bathrooms, etc.

- Perform as backup to delivery driver as needed. Drive company vehicle to make customer deliveries and stock pick-ups, obeying traffic laws and safety procedures. Maintain appropriate licensing, credentials and acceptable driving record.
- Report back orders and/or material discrepancies.
- Accurately perform cycle counts as required.
- Perform all duties in a safe manner, following all safety rules. Inform manager of any potentially hazardous conditions.
- Perform vehicle and/or forklift inspections as required.
- Assist in year end physical inventories as requested.
- Perform other responsibilities as directed.

**Abilities and Physical Requirements:**

While performing the duties of this job, the employee is regularly required to stand; walk; use hands and arms to finger, handle, feel, carry, or reach. The employee is occasionally required to sit; climb or balance or stoop; kneel, crouch, or crawl. The employee is regularly required to lift up to 25 lbs. The employee is frequently required to lift up to 50 lbs. The employee is occasionally required to lift up to 100 lbs. The employee must be able to safely tolerate heat in the summer and cold in the winter.

While performing the duties of this job, the employee is regularly required to talk or hear; read and identify numbers for accurate order filling and receiving of material, payment processing, etc. The employee is regularly required to apply sound reasoning and logic in performing daily tasks. The employee is required to be able to safely operate a forklift, pallet jack and/or wire-cutting machine.