



**POSITION/JOB TITLE:** Sales Center Representative

**FLSA STATUS:** Non-exempt      **Location:** Hopkins

**AA/EEO CODE:** 4 (Sales Worker)      **COC /SOC:** 485 / 414010

**IMMEDIATE SUPERVISOR:** Sales Center Manager

**POSITION SUMMARY:** Assist walk-in and telephone customers with the selection and purchase of building materials. Regular and reliable attendance is an essential function of this job.

**ESSENTIAL FUNCTIONS:**

1. Customer Service
  - a. Greet walk-in customer and answer telephones
  - b. Recommend and provide advice on a variety of products and services
  - c. Enter material list into computer
  - d. Special order products from vendor catalogs
  - e. Process customer payment
2. Estimate Materials
  - a. Read blueprints
  - b. Determine material list from blueprint
  - c. Calculate amount of materials needed
  - d. Enter estimate into computer
  - e. Price specialty items
3. Communication
  - a. Follow-up with customer regarding items order for delivery
  - b. Communicate with vendors regarding pricing, availability, and products
  - c. Communicate with Dispatch regarding delivery times
4. Showroom/Display Floor
  - a. Present and demonstrate products throughout showroom
  - b. Update and fill literature, products, and brochures throughout showroom
5. Continuous Improvement
  - a. Promote and support Continuous Improvement initiatives; follow Standard work as it applies to your work area and functions
  - b. Seek input from team to identify process improvement opportunities and recommend solutions
  - c. Commitment to Standard Work and willingness to create a positive impact

6. Safety and Wellnes
  - a. Assist other employees and departments as directed and needed
  - b. Increase knowledge and awareness of safety for yourself and others throughout the workplace
  - d. Report all safety concerns, hazards and incidents
  - e. Follow ergonomically correct standards in personal workspace
  - f. Promote safety and wellness initiatives

**ADDITIONAL RESPONSIBILITIES:**

1. Assist other employees and departments as directed and needed

**EDUCATION & EXPERIENCE:**

1. High School Diploma or equivalent
2. Minimum of 2 year degree in construction technology preferred
3. 2 – 5 years in the building/lumber industry preferred
4. 2 – 5 years customer service/sales in lumber industry preferred

**KNOWLEDGE, SKILLS & ABILITIES:**

1. Excellent customer service skills
2. Knowledge of building materials and methods required
3. Excellent communication skills using verbal, written, and listening skills
4. Ability to read/interrupt blueprints
5. Ability to problem solve using analytical methods and details decisions
6. Computer literate (Microsoft, Word, Outlook, Data Entry, etc.)
7. Ability to access and understand resources available within the industry
8. Excellent organizational and time management skills

**PHYSICAL DEMANDS:**

1. Ability to sit for extended periods of time
2. Frequent use of hands and wrist required for computer & telephone use

**ENVIRONMENT & PHYSICAL WORKING CONDITIONS:**

1. Work indoors in Office/Desk setting
2. Occasional work occurs in retail/showroom floor

**LICENSE(S) AND/OR CERTIFICATE(S):** None required