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**Position Title: Inside Sales Representative**

**Position Summary:**

Provide Woodford Lumber and Home’s outstanding customer service through courteous, efficient and attentive consultation in a timely manner. Assists with the organization, cleanliness, stocking and maintenance of the retail area. Assists with loading and unloading of material and products as needed.

**Supervision Received**: Manager

**Supervision Exercised**: None

**Primary Responsibilities:**

* Effectively share product knowledge after determining customer needs
* Write customer orders, schedule deliveries and collect payment
* Stock retail store
* Assist with the organization, cleanliness, stocking and maintenance of retail area
* Stock incoming freight neatly in appropriate locations and under cover as needed. Ensure all incoming stock is put away in a timely manner to ensure easy access, safety and loss control.
* Ensure that customer service is provided at the front counter at all times
* Implement marketing promotions
* Complete and maintain paperwork accurately throughout the day
* Maintain sign standards
* Assist in delivery coordination
* Help ensure prompt loading and unloading of deliveries and handling of paperwork
* Maintain Benjamin Moore Signature Store standards
* Stay updated on any Benjamin Moore new products/changes
* Maintain a good working relationship with customers, fellow employees and management
* Always represent Woodford Lumber and Home with a professional appearance and demeanor
* Help open and close retail store
* Assists in inventory control by conducting cycle counts, resolving overages and shortages and orders
* Miscellaneous duties as assigned

**Education and Experience:**

High school diploma or equivalent required

**Knowledge, Skills and Abilities:**

* Working knowledge of all aspects of yard and office operations including products and services
* Ability to provide outstanding customer service to customers and business contacts in a professional, courteous and knowledgeable manner.
* Ability to work in a courteous and professional manner with other team members.
* Basic sales skills
* Basic mathematical skills
* Computer proficiency
* Knowledge of company policies and procedures

**Physical and Environmental Conditions and Requirements:**

**Physical Requirements**: The employee must be physically able to regularly sit and work at a computer; to stand at the front counter to help customers; to operate the paint mixer equipment. Employee must be physically able to lift up to 95 pounds; be able to stoop; stand; sweep; reach above the shoulder; climb stairs and ladders; use power tools (chainsaw, power saw, circular saw, radial arm saw, table saw and others as needed); drive an automatic and semi-automatic vehicle; tow and back up a trailer and to do all safely.

**Workplace Environment**: The usual indoor environment is in a temperature-controlled space, generally subject to some noise level associated with customer transactions, telephone conversation and human interaction between employees, customers and suppliers. The usual outdoor environment is a combination of a warehouse environment and out of doors and is subject to seasonal temperatures and conditions. The noise level can include saws, power tools and noises associated with the loading/unloading of lumber supplies.

\*All Woodford Lumber and Home job descriptions are to be used as general guidelines for each job and are subject to periodic review and change as warranted\*

Revised July 27, 2019