

Job Description

Job Title: Inside Sales Associate
Supervisor: Branch Operations Manager
Prepared By: HR
Approved By: Rich Dunlap, President

Department: Sales
FLSA Status: Non-Exempt
Revised Date: 02-19-2019
Approved Date: 03-04-2019

Summary

The Inside Sales Associate is responsible for providing excellent service to all customers through direct sales skills, and prompt and courteous service; completing each transaction in a quick and efficient manner, minimizing delays to the customer by performing the following duties.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Advises customer on tools, hardware, and materials needed, and procedure to follow to complete task customer wishes to perform, informing customer about quality of tools, hardware, and equipment, and demonstrates use.
- Responsible for assisting internal customers such as the warehouse personnel and teammates from other locations.
- Responsible for aiding Outside Sales in writing up transactions, ensuring proper dispersal of those transactions, researching product and manufacturer info, and drafting proposals.
- Performs all functions relating to the handling of merchandise or cash in accordance with corporate policies
- Administers all point of sale opening and closing procedures in accordance with corporate policy
- Resolves all customer complaints that is consistent with company policy, and with customer satisfaction in mind
- Ensures that all customers receive receipts on all purchases
- Communicates all merchandise needs or issues to appropriate supervisors
- Contributes to the overall display and presentation efforts within the store environment, unpacking and checking in freight, including stocking/replenishing merchandise, following merchandising guidelines, and general store housekeeping duties
- Assists Branch Operations Managers in keeping reports clean and up to date.
- Performs regular cycle counts for showroom items in accordance with company procedures.

The job description and responsibilities described are intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

Competencies - To perform the job successfully, an individual should demonstrate the following competencies:

Job Knowledge - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others.

Customer Service - Responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.

Communications - Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.

Ethics/Diversity - Treats people with respect; works with integrity and principles; upholds organizational values; shows respect and sensitivity for cultural differences.

Consultative Selling - Qualifies potential customers; builds rapport and establishes trust; asks questions to discover client business needs; applies product and market knowledge effectively; presents solutions that meet customer objectives; manages and documents sales process.

Personal Appearance - Dresses appropriately for position; keeps self well groomed.

Sales Skills - Achieves sales goals; overcomes objections with persuasion and persistence; initiates new contacts; maintains customer satisfaction; maintains records and promptly submits information.

Attendance/Punctuality - Is consistently at work and on time.

Safety and Security - Observes safety and security procedures; reports potentially unsafe conditions.

Qualifications – To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Education and/or Experience – One-year certificate from college or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience.

Language Skills - Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Mathematical Skills - Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability - Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills - To perform this job successfully, an individual should have knowledge of Order processing systems; Microsoft Excel; Word and Outlook.

Physical Demands - The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this Job, the employee is regularly required to talk or hear. The employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 50 pounds. Specific vision abilities required by this job include color vision and ability to adjust focus.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this Job, the employee is occasionally exposed to moving mechanical parts. The noise level in the work environment is usually moderate.

Equal Opportunity Employer (EOE); Minority/Female/Disabled/Veteran (M/F/D/V; Drug Free Workplace (DFW)