



Join the **Home Team**

Who We Are

Pro Builders Supply Ltd. operates Home Hardware locations in Kelowna, Osoyoos, and Penticton, BC, as well as Canmore, Cochrane, Airdrie, and Olds, AB, supporting a wide range of consumer and contractor home improvement needs. We pride ourselves on providing top-quality building materials and exceptional customer service to contractors and customers alike. We're Pros at helping Pros!

We are currently seeking a customer service oriented, dedicated, and knowledgeable full-time **Contractor Sales Manager** to join our team.

About the Role

As an Appliance & Flooring Sales Specialist, you will promote, sell, and secure orders from both existing and prospective customers, focusing on whole-home interior renovations and finishing. You'll quote, organize, and recommend appliance and flooring options, along with related kitchen products and designs. Your goal will be to maximize sales, profitability, and customer satisfaction, helping clients transform their homes while maintaining a high standard of service. The key role responsibilities also include:

Sales & Profitability

- Develop a growth-based sales plan for the pro sales team; monitor achievement of short and long-term sales objectives; continuously analyze performance of each member in relation to margins and sales to budget and hold the pro sales team accountable for obtaining targets.
- Maintain and report on sales budgets and targets to the General Manager.
- Recommend competitive pricing margins on large scale projects to GM and Central Purchasing Manager to ensure profitability and competitiveness for the department.
- Shop local competitors and stay abreast of local market changes. Communicate changes to GM and Central Purchasing Manager.
- Review and suggest new products.
- Monitor customer quotations and open orders and ensure proper attachment and removal of dated price lists and quotes to customer sub-accounts.
- Set up a system to monitor large project requirements and open special orders to ensure timely flow of product to customer job sites.

Operations Management

- Set and schedule sales team working hours and contract sales operating hours.
- Co-ordinate all customer logistics with Yard Manager for job deliveries and pick-ups.
- Maintain all sales catalogues and display material to be up to date with current pricing.
- Monitor and assist Department Managers in the display of Contract sales products.
- Approve credit memos for returned merchandise.
- Ensure company processes are monitored and adhered to.

Leadership & Team Development

- Build team relationships and facilitate relationships between team members across all departments.
- Communicate regularly with the sales team and with other departments in the store as needed.
- Motivate, recognize, and reward sales team to retain good employees.
- Conduct performance evaluations for sales team and performance action plans when required.
- Train, mentor and develop all salespersons.
- Participate & direct the hiring and exit of staff in the department.
- Manage the health & safety compliance of department staff.

Customer & Community Engagement

- Instill strong customer service policies and leading-edge sales practices/skills in all salespersons.
- Build positive relationships with contractors including coordination of Contractor sales events (appreciation day, tough as nails conference, etc.).
- Attend to customers if salespersons are busy or not available.
- Handle customer complaints and settling customer disputes regarding contractor selling policies.

Here's What We Have to Offer

- Competitive Wage and Annual Bonus
- Group Health Care Benefits; including Extended, Dental, and Paramedical
- RRSP Matching
- Employee Store Discount
- Training and Education Advancement Opportunities
- Great Team Environment
- Work-Life Balance / Flexibility

Pro Builders is an equal-opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

What We're Looking for in You

- High school diploma or equivalent
- Exceptional sales ability
- Extensive knowledge and experience with contractors. Customer-focused with a proven record of building open and trusting relationships!
- 2-3 years Builder/Contractor Management experience. Contracts Sales, Retail Sales, Lumber sales background preferred
- Business Administration or Project Management diploma an asset
- Computer literate. Experience with POS systems or other computer database systems;
- Knowledge of current industry trends, pricing, and local building codes an asset.

Apply Now to Become Part of the Home Team!

If you are enthusiastic about leadership, sales, customer service, and have experience in the construction industry, we want to hear from you. [Apply Here!](#)

We appreciate your interest and application, but only those selected for an interview will be contacted by our recruitment team!