



Title: Customer Service - Hardware

Location: 16 Speers Road, Winnipeg

Monday - Friday 8 am-5 pm (weekdays only!)

At Star, our people make the difference. We offer an exciting place to build your career with competitive compensation and benefit packages, company matching RRSP/DPSP program, employee home purchase program and employee discounts.

Job Overview

Reporting to the Store Manager, as the **Customer Service - Hardware** you provide excellent service assisting our valued customers with product selections while helping maintain our impeccable warehouse space to ensure shelves are stocked and the store presence is well-maintained. You take pride in a clean, organized and visually appealing environment.

Your day-to-day responsibilities will include:

- Assisting customers with product information for hardware, electrical, plumbing, tools and paints. Ensuring delivery of excellent customer service to enhance customer satisfaction.
- Ensuring store is well maintained and presentable according to established standards, such as product displays, stocking shelves, cleanliness and overall presence of the store.
- Constructing and assembling heavy racking or store displays when required.
- Prepackaging customer orders for pickup.
- Working safely and complying with Qualico's Safety Program and relevant safety regulations. Reporting any violations and incidents or near miss incidents to management immediately.
- Providing support to other projects or duties as assigned.

As our ideal candidate, you are...

- Organized; you effectively manage your time while balancing multiple priorities.
- A strong communicator; you clearly express your thoughts in conversation and in written communication.
- An active listener; you seek to understand and listen to others in a non-judgmental way.
- Detail oriented; you focus on detailed accuracy when dealing with a high volume of work.
- A team player; you contribute as a team member and share equally in the exchange of ideas, concepts and process outcomes.

Essential Requirements

- Completion of middle school, must be able read and write and perform basic math.
- Satisfactory verification of criminal record check.
- Physically be able to kneel and crouch as well as lift, carry, push or pull objects weighing up to 50 lbs.

Preferred Requirements

- Previous retail experience in building materials and hardware is a strong asset.

What We Value

- Creating trusting and successful working relationships.
- Setting clear, measurable and achievable goals.
- Cooperating with team members in an open, positive and respectful manner.
- Taking responsibility for the outcomes of decisions and actions.
- Staying current with technical job skills.

Work Conditions

You primarily work at the store during regular business hours, full time, Monday - Friday 8 am-5 pm
Work has exposure to noise from equipment/machinery and occupational hazards as well as dealing with inclement weather and dust. Overtime may occasionally be required.

About Us

Star Building Materials is an independent, wholly owned division of Qualico. The company is a leading provider of building materials, trusses, ready to move homes, and cottage and garage packages operating under the Star Building Materials, Star Ready to Move Homes and Star Truss brands. With over 50 years of experience, Star Building Materials is committed to providing reliable and innovative products and services. To learn more, click [here](#).

Qualico welcomes applications from people with disabilities. Accommodations are available upon request during the assessment and selection process.

Candidates being considered will be contacted. We thank you for your interest. Join our [Talent Community](#) to stay up to date on job opportunities and to find out why we have the best reasons to come to work every day.

Closing Date: September 9, 2025

[Apply Here](#)

#starwinnipeg