

JOB DESCRIPTION

INSIDE SALES REPRESENTATIVE

Position Summary

All members of the Sexton Family of Companies team will demonstrate respect and ethical conduct, will work safely, provide excellent customer service and will work with the team to support superior performance in the achievement of both individual and company goals.

The Inside Sales Representative is responsible for maintaining sales and for proactively looking for opportunities to increase our sales/customer base, while demonstrating the ability to develop and maintain positive working relationships with all customers, vendors, and co-workers. For success, the Inside Sales Representative is accountable for ensuring excellent solutions-based customer service and efficient, accurate order processing and delivery.

Key Responsibilities

- Understanding and ensuring consistent compliance with company policy, procedures, and safe work practices.
- Maintaining positive working relationships with all customers, via phone, email and in person interactions, always presenting oneself in a professional manner.
- Effectively assessing customer needs on a variety of building material products, and ensuring all inquiries are promptly and courteously answered, including technical information or order status updates.
- Entering sales and purchase orders accurately into the point of sales system to ensure inventory levels are up to date and pricing is accurate.
- Processing and balancing all sales transactions for the Branch daily, including counter sales and payments on accounts.
- Proactively communicating with operations/shipping to ensure effective and accurate coordination of customer deliveries.
- Assists with inventory management, inventory counts, and product ordering as required.
- Producing and analyzing transactional reports and balance cash drawer receipts/invoices daily.
- Assist the Site Manager in completing cost changes by identifying the materials in the supplier list and their respective costs.
- Ensure special order products are ordered, customers are contacted on the arrival of shipment and goods are sent to customer as requested.
- Identifying and assisting in developing new customer sales opportunities.
- Maintaining an awareness of market conditions as well as competitors' products and price positioning.
- Responsibility for showroom maintenance by ensuring inventory is replenished, displays are up to date, and products are neatly stocked.
- Ensuring the sales desk is adequately covered to answer customers in a timely manner.

As a member of the Kenroc team, employees may be requested to contribute to duties outside of the role's main scope of responsibilities as per required qualifications, licensing, and safety certifications. This will include providing backup for other functions within the Team, based on experience and skill level.

Skills & Qualifications

- GED (Grade 12).
- At least one year of sales experience, preferably in the building materials industry
- Sales, customer service, time management, point of sales systems and Microsoft Suite training seen as an asset.

Competencies

- Highly motivated in a fast-paced environment.
- Provides excellent customer service to all existing and potential customers.
- Demonstrated attention to detail by providing accurate and timely information.
- Possesses strong verbal and written communication skills to persuade others.
- Proficient in Microsoft Office Suite of products.
- Ability to work collaboratively with a team but also work alone unsupervised.

Pre-employment Conditions

- Consent to and pass a pre-employment drug test (Policy C-14 Substance and Alcohol Abuse Prevention).
- Consent to and pass a satisfactory (soft) Credit Record Check.
- Execution of a Non-Disclosure, Non-Use, and Non-Solicit Agreement.