



## Join the **Home Team**

### **Who We Are**

**Pro Builders Supply Ltd.** operates Home Hardware locations in 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 **Installed Sales Associate** to join our Canmore team.

### **About the Role**

As an Installed Sales Associate, you will provide knowledgeable, customer-focused support to clients exploring home installation projects. You'll advise on product options, create accurate and detailed project quotes, and help guide customers through the installation process from start to finish. With a strong focus on service, communication, and organization, you will play a key role in ensuring projects run smoothly and customers feel supported every step of the way. Your goal will be to maximize sales opportunities, uphold high service standards, and contribute to a positive, efficient installation experience. The key role responsibilities also include:

Promote and sell product and installation services in the categories of Kitchens, Flooring and Appliances. Secure orders from existing and prospective customers to achieve maximum sales profitability and category growth, by quoting, organizing and recommending appliance, flooring options and related kitchen products/design. Coordinate delivery and installation related to customer orders.

### **Responsible to:**

#### *Customer Service:*

- Provide prompt, courteous and efficient service.
- Assist customers in locating and comparing merchandise and in finding all add-on items needed to complete their project.
- Ensure a positive customer experience, addressing concerns or complaints promptly and processing returns or exchanges as needed.
- Maintain timely, clear communication with staff, installers and customers.
- Ensure the co-ordination of installer work, issuing of any required job change orders or changes to scope of work and maintain clear records of communication and documentation of the project.

#### *Sales:*

- Determine customers' needs by asking open-ended questions and communicate product knowledge by describing features and benefits and presenting options, closing and following up to ensure the customer's needs are met.
- Overcome customer objections with effective communication and product expertise.
- Present product knowledge by highlighting features, benefits, warranties, care instructions, and installation requirements. Demonstrate usage or differences between models/samples as needed.
- Be alert for sales & referral opportunities to other areas/departments of store.
- Schedule meetings and visit job sites offsite to assess the appliance/flooring/kitchen and possible installation requirements.
- Prepare scope of work documents and project quotations using the Home Installation Project (HIP) software and present completed quotes and designs to customers.

- Process special orders for non-stock or out-of-stock items and record customer requests for product and telephone/follow-up with customer when product arrives at the store.

#### *Marketing & Display:*

- Build & take down special displays and signage for sales, promotions and other special events and rearrange stock following promotional events.
- Keep up to date on all pricing information and change prices on merchandise, bins, displays etc.
- Maintain price information/labels (flyers, in-store promotions etc.) for references when customer price inquiries arise.
- Keep display samples and stock/accessories in storage area neat, clean, and orderly.

#### *Inventory and Ordering:*

- Reorder/order merchandise for customer projects according to store buying procedures.
- Check incoming merchandise against invoices to spot shortages, damaged goods, back-orders, etc. and advise the designated manager.
- Participate in regular cycle counting and assist in taking annual inventory counts.
- Be familiar with items in stock/ inventory available, shipping dates and availability.

#### *Other:*

- Follow procedures and maintain standards according to store policy in the following areas: loss prevention, invoicing, delivery charges, receiving and pricing of goods, merchandise handling and presentation, housekeeping, reordering merchandise, restocking shelves and return policies.
- Operate the 20/20 design software for Kitchen Cabinet Sales. Generate job proposals using Home Installs Systems along with our Profit-Master ordering system.
- Participate in trade shows, home shows etc.
- Maintain industry knowledge by staying up to date on product innovations, competitor activity, and market trends.
- Other duties or special projects as assigned by General Manager.

### **Here's What We Have to Offer**

- Competitive Wage, **plus commission**
- 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**

#### **Must have: (Knowledge, Education, Certifications, Experience)**

- 2-3 years sales experience
- High school diploma
- Appliance industry knowledge/flooring sales/experience and Kitchen design/materials
- Computer literate. Comfortable with Microsoft systems, email, word documents, spreadsheets, and any point-of-sale systems.
- Web-based knowledge (researching specifications, warranties, appliance registrations, insurance coverage, features/benefits of the product, accessories).
- Basic business administration or entrepreneurial aptitude

- Able to lift 20 lbs as required to assist customers
- Valid driver's license, clean driver's abstract, and access to a reliable vehicle required

**Nice to have: (Specialized experience or industry knowledge)**

- Retail background
- Design 20/20 Software
- POS system experience
- Hardware, Lumber & Building materials industry knowledge
- Contractors background
- Sales training and or education

**Apply Now to Become Part of the Home Team!**

If you thrive in a customer-focused sales environment and enjoy helping bring projects to life, we encourage you to apply!

Lear more about us here: <https://canmorehh.com/jobs-in-canmore/>

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

#HP