

HPM Building Supply

Job Description

Job title:	Contractor Sales Counter Specialist	FLSA:	Non-Exempt
Job Location:	All locations	Reports to:	Sales Manager
Department:	Contractor Sales	Last Updated:	05/17/2021

Job Summary

The Contractor Sales Counter Specialist delivers customer service that wows customers in a fast-paced and fun work environment; think true hospitality. The Contractor Sales Counter Specialist continues to deepen learning for products HPM sells. This position is the first level in our Contractor Sales team. We support your growth and development to take on different and/or bigger roles. We are looking for those who want to be long-term contributors to our successful team.

Essential Functions

- Ensure customers have an over-the-top experience
 - Greet customers in a welcoming manner
 - Ask questions to understand needs and advise on best products
 - Suggest complementary products to help them complete job at hand
 - Make sure they get the products they need when they need them
- Perform point-of-sale duties quickly and efficiently, providing an experience that wows our customers:
 - Check customers out, process payments and returns
 - Write up quotes and will-calls in-person and over the phone
 - Process invoices, transfers and special orders
 - Navigate system to monitor and locate orders and check inventory
- Depending on the day, responsible for either closing or opening the tills:
 - Opening: Prepare tills
 - Closing: Balance tills, make deposits, and restock returns
- Answer high volume of incoming customer calls, following company phone etiquette standards
- Professionally respond to emails in a timely manner
- Be a team player. Build relationships with co-owners, anticipate and provide support when needed, help when asked, and complete tasks on schedule.
- Attend assigned product knowledge training, both in-person and in company's online learning management system and continue to learn about HPM's products and services offered to expertly assist customers.
- Proactively work with senior members of the team to learn their job duties and continue to grow
- Other projects and responsibilities may be added at the company's discretion.

Job Requirements and Qualifications

Education and Training Requirements: High School Diploma or equivalent is required.

Knowledge and Ability Requirements:

- Intermediate computer skills, including ability to effectively use point-of-sale system, email, internet and Microsoft Word
- Exceptional communication skills, both verbally and in writing. Ability to follow-up and follow-through in a respectful manner.
- Ability to develop enduring partnerships with our customers
- Ability to quickly, professionally and completely solve problems
- Must be highly organized with ability to stay on-task and accomplish assignments in a fast-paced work environment with frequent interruptions
- Ability to stand/walk for 4-8 hours/day and lift 50 pounds
- Basic building material knowledge
- Knowledge of manufactured trusses, wall panels and custom metal roofing is preferred, but not required

Experience Requirements:

- One year of basic sales experience in customer facing industry.
- Requires one year of experience working in building material industry/construction or above average building material knowledge.

Other Information

- Possible occasional travel required for training and continued education.
- Flexible schedule to open (around 5:30 AM) or close (around 6:30 PM).
- Must be willing to work weekends.

Employee Signature

Manager Signature

Employee Name (please print)

Manager Name (please print)

Date

Date

Note: We use the term "owner" instead of employee since we are 100% employee owned!