

## Park Supply Company

<b>Job Title:</b>	Counter Sales Associate	<b>Department/Group:</b>	Sales
<b>Level/Salary Range:</b>	Hourly	<b>Position Type:</b>	Full-Time
<b>Job Description</b>			
<p><b>ROLE AND RESPONSIBILITIES</b></p> <p>The Counter Sales Associate increases sales, market share, company profitability and customer satisfaction by working with homeowners, contractors, and service companies. As a Counter Sales Associate, you will be responsible for providing world class customer service along with providing expert product knowledge.</p> <p><b>Duties:</b></p> <ul style="list-style-type: none"> <li>• Provide knowledge of kitchen, bathroom, parts and accessories purchases, along with complementary plumbing items in a friendly customer-oriented environment.</li> <li>• Use strong advice-giving sales skills and interpersonal skills (both oral and written) with Park Supply customers giving attention to detail.</li> <li>• Maintain professional demeanor while representing Park Supply Company</li> <li>• Arrange stock on shelves or racks in sales area and keep merchandise in order</li> <li>• Provide customer product and service needs by researching products via computer system, catalog, telephone, or other reference sources</li> <li>• Service walk-in and telephone customers and assist with sourcing and shipping parts, inventory control and warranty administration</li> <li>• Complete sales order process for customers</li> <li>• Handle customer returns and credits in a timely fashion</li> <li>• Create concise work orders, perform quality checks that orders are accurate.</li> <li>• Excel in customer service while presenting a friendly, positive attitude.</li> <li>• Be inclusive with your colleagues and customers to forge strong relationships and foster collaboration to resolve issues.</li> <li>• Special order material that we do not keep in stock</li> <li>• Participate in or assist with physical inventory preparation or process</li> <li>• Ensuring work areas are kept clean, neat, and well-organized.</li> <li>• All other reasonable duties as assigned by management.</li> </ul> <p><b>QUALIFICATIONS AND EDUCATION REQUIREMENTS</b></p> <p>High school diploma, GED, or suitable equivalent.            REQUIRED: 1+ years' work experience in a similar role (sales or plumbing field).            Excellent verbal communication skills.            Ability to work harmoniously with diverse range of people.            Proficient with using tools required for this position.            Physically agile and dexterous.            Proficient organizational skills.</p>			
<b>Approved By:</b>		<b>Date:</b>	
<b>Last Updated By:</b>		<b>Date/Time:</b>	