**JOB DESCRIPTION**

**Contractor Sales Associate**

**Summary**

This specialized sales position ensures excellent service is provided to our largest clients, either over the telephone or in person, by effectively using service skills, by suggesting the right products and services necessary to complete their projects, offering product and construction knowledge to provide personalized services to the client and complete the sale to the client's satisfaction. A passion for service and a willingness to develop product knowledge are key components of this role.

**Core Competencies**

* Proven sales record;
* Minimum 3 years of work experience selling building materials and working in construction industry;
* Effective selling skills, and a commitment to providing excellent customer service;
* Self-motivated, initiate sales tasks without assignment;
* Ability to plan, organize, and manage multiple contractor accounts;
* Great communication and interpersonal skills to be able to assess customer requirements and make recommendations;
* Strong attention to detail;
* Positive attitude and proven ability to work with the team in a culture of sales and service;
* Flexible availability based on store needs (includes days, evenings and weekends);
* Computer skills and researching capabilities an asset;
* Ability to work with others in a team-oriented environment.

**Job Responsibilities**

* Builds professional relationships with contractors;
* Assists contractors with their information/product requirements in the store or over the telephone;
* Provides appropriate information on suggested products and alternatives explaining features and benefits and providing application advice as required. Suggests add-ons to complete the sale;
* Processes the sale as per policy, including explaining cash or financing options for the customer, locates product on the computer;
* Interprets tender specifications, tender drawings, and prepares proposals for submission;
* Performs quantity take-offs and prepares estimates for change orders and change directives;
* Coordinates deliveries in a timely, professional manner with drivers and yard staff;
* Ensures contractor area is well stocked and merchandised with current product levels and information signage;
* Monitors inventory levels, performs inventory counts, and highlights inventory concerns. Makes recommendations to resolve stock outs and/or move excess stock through the system;
* Prepares special orders, obtains the required information and specifications from contractor, contacts Special Order Purchaser to establish and confirm price and available delivery date;
* Resolves contractor complaints and objections including investigating, interpreting policy, and taking the appropriate action to ensure customer satisfaction;
* Participate & organize special events for contractors;
* Be aware of current promotions and flyers;
* Performs other duties as requested by the supervisor.

This position reports to the **General Manager** and **Head of Contractor Sales**.

*\*\*We are committed to a diverse and inclusive workplace for all. If you are contacted for a job opportunity, please advise us of any accommodations needed to ensure fair and equitable access throughout the recruitment and selection process.\*\**