**JOB DESCRIPTION**

**Head of Contractor Sales**

**Summary**

Along with normal Contractor Sales Associate responsibilities, Head of Contractor Sales are over and above committed to Home Hardware’s service standards and fully aligned with Home Hardware’s values. Head of Contractor Sales are responsible for providing effective day to day management, task delegation and follow up, leadership on contractor sales and support for contractor relationships.

**Core Competencies**

* Proven sales record;
* Minimum 5 years of work experience selling building materials and working in construction industry;
* 2 years in supervisory or management role;
* Team management skills;
* 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 (included but not limited to):**

* **Sales:**
  + Clearly outlines and communicates sales objectives and expectations to all team members;
  + Motivates and influences sales performance with positive feedback and recognition;
  + Leads by example and initiates contact with every customer/contractor.
* **Service:**
  + Encourages store team to provide excellent customer service to all Home Hardware customers ensuring that they have a unique and consistent customer experience;
  + Ensures maintenance of Home Hardware’s customer service standards – 10 Non-Negotiable Store Standards;
  + Addresses holes with department heads and delegates cycle counts;
  + Resolves contractor complaints and objections including investigating, interpreting policy, and taking the appropriate action to ensure customer satisfaction;
* **Training and Development – Staff Development and Coaching:**
  + Provides opportunity for training, including vendor demos, and follows up on Home Hardware training programs;
  + Ensures team members are fully trained on sales and service techniques, as well as the Point of Sale system and other applicable applications.
* **Store Operations and Recruitment:**
  + Delegates tasks, initiatives, and follows up to ensure completion;
  + Promotes a positive culture of sales and service through effective communication;
  + Communicates store priorities to department heads and floor staff, and plans for implementation and action; follows up as necessary;
  + Reports back to the Store Manager on team and individual execution, identifying any strong or weak areas requiring attention;
  + Ensures the store is properly and securely opened or closed for business;
  + Works with Management on hiring and recruitment needs.
* Other related responsibilities as directed by supervisor.

This position reports to the **General Manager, Operations Manager** and **Owner.**

*\*\*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.\*\**