**JOB DESCRIPTION**

**Service Desk Associate**

**Summary**

This specialized sales position ensures excellent service is provided to the customer, either over the telephone or in person, by effectively using selling skills, product and construction knowledge to provide personalized services to the customer and complete the sale to the customer's satisfaction. The Service Desk Associate provides guidance and mentoring to the rest of the team for improving customer experience and sales through increased product knowledge and pro-active customer engagement.

**Core Competencies**

* Effective selling skills, and a commitment to providing excellent customer service;
* Great communication and interpersonal skills to be able to assess customer requirements and make recommendations;
* 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);
* Construction and contracting knowledge an asset;
* Computer skills and asset;
* Ability to work with others in a team-oriented environment.

**Job Responsibilities**

* Assists customers with their information/product requirements in the store or over the telephone. Through effective enquiry and listening techniques, identifies and qualifies the size and scope of the customer’s project and needs including install options;
* 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;
* Maintains assigned sections. Ensures 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 customer, contacts Special Order Purchaser to establish and confirm price and available delivery date. Informs customer of the amount required for deposit;
* Keeps current on flyer and promotional events. Provides information and locates promotional products for customers as required;
* Resolves customer complaints and objections including investigating, interpreting policy, and taking the appropriate action to ensure customer satisfaction, refers difficult situations to the Keyholder.
* Other related responsibilities as directed by supervisor

This position reports to the **General Manager** and **Assistant Store Manager.**

*\*\*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.\*\**