 **Counter Salesperson**

An Emco Counter Salesperson is expected to:

* Provide a professional atmosphere for our walk in customers
* Uphold our Core Values and Ethics with every interaction
* Be an effective Teammate in the Profit Centre
* Understand the benefits and qualities of the different product the Profit Centre sells
* Be courteous, friendly and build relationships with customers and vendors

**Job Summary**

Counter Salespeople provide sales support to walk-in customers who come to our Profit Centre counters. Their goal is to provide the highest level of customer service by maintaining, stocking and keeping a clean counter sales area. They will provide support to customers by answering questions, picking and entering orders and following up on any backorders. They also provide support to the Inside Sales and Outside Sales functions.

**Job Duties**

1. Assist customer who purchase material at the Profit Centre counters
2. Research product for customers and providing recommendations on our assortment of product
3. Drive sales growth through ownership of counter merchandising and product promotion
4. Enter, pick and pack sales orders generated at the counter
5. Maintain and clean the counter area including any merchandising displays
6. Inform the buyer when stocks levels are low
7. Follow up on backorders with vendors and provide customers accurate delivery dates
8. Process returns to customers both on account and cash sales including paperwork in compliance with all procedures
9. Uphold Emco Core Values at all times
10. Perform any other reasonable duties as requested by immediate supervisor or Profit Centre Manager

**Knowledge, Skills and Abilities**

* Outstanding customer service and verbal communication skills
* Comprehensive product knowledge
* Excellent relationship building skills with customers, vendors and teammates
* Able to learn and operate the applicable software system (Trend, Eclipse) used to process orders
* Intermediate math skills – add, subtract, multiply, divide, using whole numbers, fractions and decimals
* Willing to invest a minimum of 40 hours in training annually
* Able to learn how to operate material handling equipment
* Read, write, speak and understand either English or French

**Education and Experience**

* University degree, preferred
* Knowledge of products sold at the Profit Centre
* Minimum 2+ years of experience with customer service or counter sales

**Physical Demands**

Lifting Occasionally, up to 60 lbs

Carrying Occasionally, up to 60 lbs

Pushing/Pulling Occasionally, up to 200 lbs

The following movements and senses are required in the job:

Hand and finger dexterity, kneeling, crouching, standing, reaching, talking, hearing, vision and depth perception.

**Environmental Conditions**

The teammate is exposed to the following conditions in the job:

Warehouses with limited climate control, potentially hazardous equipment (forklifts, ladders, metal strapping, hand tools, reach trucks). The Profit Centre may stock, sell and use hazardous material such as PVC cement, propane gas, solvents, etc. You will be required to handle these materials.