



Inside Sales Desk Associate - LBM

Company Overview:

Adams Building Supply Limited is a dynamic, family-owned, and operated multi-store enterprise providing high-quality lumber and building supplies to professional and retail customers in Southern Ontario. With a strong emphasis on exceptional service and value, we are dedicated to cultivating new customer relationships while enhancing our offerings for our existing customer base. As we grow, we are seeking an additional Inside Sales Desk Associate to join our team at our Shakespeare location.

Position Overview:

Adams Building Supply Limited is seeking a motivated and customer-oriented individual to join our team as an Inside Sales Desk Associate – Lumber & Building Materials at our Shakespeare locations. As an Inside Sales Desk Associate, you will play a crucial role in providing exceptional service to our professional and retail customers. Your primary focus will be on the sales of lumber & building materials and associated products for their construction projects. The ideal candidate should possess strong communication skills and a sharp attention to detail.

Responsibilities:

Customer Service:

- Welcome and assist customers in person, over the phone, and via email regarding their construction needs.
- Understand and qualify customers' budgets and requirements.
- Provide expert advice and guidance to our retail customers on appropriate lumber and building materials for their projects
- Use selling centres and other appropriate displays in-store to assist customers in making choices for their building material needs, while collaborating with our design specialists to ensure the best overall customer experience when selecting items for their project.
- Learn and suggest additional products needed to complete customer projects to maximize sales and profitability.
- Provide complete estimates of materials required for customer projects.

Product Knowledge and Design Expertise:

- Stay up to date with design trends.
- Utilize available software as needed to assist customers in visualizing, estimating, and building their projects.

- Continuously enhance product knowledge through educational workshops, training, and reviewing professional publications.
- Develop a keen sense of attention to detail and design elements of construction projects.

Sales and Order Processing:

- Utilize the company's point-of-sale (POS) system to complete quotes, orders, sales, and purchase orders.
- Follow company protocols to process customer special orders and associated purchase orders with vendors.
- Maximize sales and profitability by ensuring accurate and comprehensive estimates are provided to customers.

Team Collaboration and Customer Support:

- Collaborate with the contractor service desk to assist with lumber, building materials, and hardware sales, as required.
- Maintain a friendly, courteous, and helpful attitude towards customers and fellow staff members.
- Assist in store merchandising, stock verification and ordering to ensure department areas are organized and attractive.
- Provide support to ensure exceptional customer service throughout the store.

Continuous Improvement and Additional Responsibilities:

- Seek opportunities to expand knowledge and skills through training and on-the-job experience.
- Assist in maintaining department organization, cleanliness, and attractiveness.
- Be available for some Saturday shifts as required.
- Assume additional duties and responsibilities as requested by management.

Qualifications:

- Enthusiasm, positive attitude, and a customer-centric approach.
- Excellent written and verbal communication skills.
- Strong problem-solving abilities and responsiveness.
- Fast learner with the ability to acquire new skills through training and hands-on experience.
- Eye for design and finish elements of construction projects.
- Ability to work well in a collaborative team environment.
- Basic computer skills and proficiency with software applications.
- Flexibility to work Saturdays and adapt to changing business needs.

Why Choose Adams Building Supply:

Join Adams Building Supply Limited and be part of our exciting growth journey. As a forward-thinking company, we are constantly seeking new avenues for expansion and positioning ourselves as industry leaders in the building supply sector. Our commitment to our team members is evident in our open-door policy, where we actively seek and value their input and opinions when shaping our strategies. We foster a family-oriented and enjoyable work environment while maintaining a strong dedication to

professionalism and excellence. As we continue to grow, there will be ample opportunities for career advancement within our stores. Additionally, we offer a strong compensation package that includes a health and dental benefits plan.

Note: This job description provides a general overview of the responsibilities and qualifications for the Inside Sales Desk Associate - LBM. The duties may be subject to change or modification to meet the evolving needs of the business.