



# Job Posting

Position Title: **SALES**  
Job Type: **FULL TIME**

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## WINDSOR PLYWOOD

We specialize in hard-to-source interior and exterior home finishing products including flooring, doors, mouldings and especially wood products. Our goal is simple – **focus on our customer's needs and provide outstanding customer service**. We're more than a local building supply company, and our business model is also very different. Most of our locations are family affairs – independently locally owned and operated, not top-down like most franchise groups. We carry high quality, responsibly sourced products and are committed to providing outstanding value and personalized, one-on-one service to all of our customers. We are proud to have been in business 50 years with stores across Canada and in the Pacific Northwest region of the United States.

## SUMMARY OF POSITION

The Sales position is critical to the successful operation of a Windsor Plywood Store. The primary focus is customer service. Our Sales staff work with our customers through the entire sales cycle – from initial greeting of customer by name to the final handshake after loading vehicle. The products require a solution & suggestion-based approach to compliment our customers' projects. This ensures a dynamic & exciting sales experience for everyone involved – far different from our competitors.

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## THE BENEFITS

- ✓ Gain experience working with a Building Supply Company in business for **50+ years**
- ✓ Competitive Pay | Extended Health Benefit Program
  - Dental, Pharmaceutical, Travel Insurance, Life | LTD insurance
- ✓ Paid vacation time
- ✓ Sales team not required to regularly work Evenings, Sundays & Statutory Holidays
- ✓ Consistent, safe, healthy work environment
- ✓ Employee Mental Health & Well-Being program and resources
- ✓ **PERKS**: Employee deep-discounted pricing on all products | Paid-training opportunity

## KEY RESPONSIBILITIES

- Ensure every customer experience exceeds the customer's expectations – **go the extra-mile**
- Promote features/benefits of all products & services provided – **"drive sales"**
- Actively participate, help develop, and contribute to sales training initiatives
- Find innovative methods to supply products to customers currently out of stock
- Placing regular stocking & Special Orders
- Processing front-counter transactions
- Ensure all product spaces (shelf, floor, pegs, racks) are adequately stocked
- Actively monitor stock levels, cleanliness, accuracy of signs & store navigation
- Handle customer problems & complaints in a positive & constructive manner



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- Diligently follow Check-lists, policies, processes & procedures

## KEY REQUIREMENTS

- Minimum Grade 12 Education | Prior sales experience is an asset
- Applicants with prior Building Supply or Woodworking Industry experience will be given preference. However, applicants with professional skills from other industries will be strongly considered and provided industry training from Windsor Plywood.
- Strong work ethic and self-motivated/self-directed, with an ability to work independently using sound judgment, logical reasoning skills, and intuition
- Excellent verbal and written communication skills in English
- Ability to be personable and social with customers to help deliver sales
- Prioritize tasks and manage time effectively, always mindful of the customer
- Flexible, honest, acting in all situations with professionalism and integrity
- Able to deal with changes, delays, or unexpected events in a professional & timely manner
- Able to use woodworking machinery for minimal routine cuts to support large projects in the Shop
- Permanent resident and a Drivers License are preferred

## WORKING CONDITIONS

### Positional Tasks

Standing	65%
Walking	20%
Sitting	10%
Front carry (50lbs)	5%
Stair/Ladder Climbing	1%

- Visual ability to use Computer screens & read small-labels
- Auditory ability to use telephone hand-set
- Exposure to some wood dust & debris
- Working flexible hours – including Saturdays & special events
- Busy, high-volume work environment
- Engaging with Contractors, DIYers, & Home-Owners



*Applicants must be legally entitled to work in the Country without sponsorship. We thank you for your interest; however, only those selected for an interview will be contacted.*