

Position Title: **CONTRACTOR SALES**
Job Type: **FULL TIME**
Compensation: *based on experience*

WINDSOR PLYWOOD

We specialize in hard-to-source interior and exterior home finishing products including flooring, doors, mouldings and specialty 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 Contractor Sales position's primary focus is customer service. They primarily work with Contractor Customers through the entire sales cycle – from initial greeting to final sale. The products sold require an order fill & solution-based approach to support our contractor's projects. Will be instructed to establish sales relationships with targeted, key builder accounts and assist walk-in customers as required.

THE BENEFITS

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

KEY RESPONSIBILITIES

- Ensure every customer experience exceeds the customer's expectations – **go the extra-mile**"
- Developing a professional strong long-term relationship with Contractors
- Proactively engage, assess, and anticipate the needs of each customer individually
- Educate customer on additional accessories & supplies with initial purchases
- Find innovative methods to supply products | substitution, special orders, transfers
- Processing transactions – Purchase Orders, Quotes, Invoices, Packing Slips
- On-site visits of job sites and facilities as directed by Management
- Be aware of all major changes to Building Envelope code changes that may affect products & materials provided by the Company



- Actively monitor stock levels, organization & provide input on pricing

KEY REQUIREMENTS

- Must have completed Grade 12. 2 years sales experience is an asset
- Applicants with prior Building Supply Industry experience | *Building Codes, Blueprints, Permits* 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
- Permanent resident of Canada

GENERAL PHYSICAL REQUIREMENTS

1. Positional Tasks
 - a. Standing 50%
 - b. Walking 20%
 - c. Sitting 10%
 - d. Trunk Rotation 10%
 - e. Front carry (up to 50lbs) 5%
 - f. Lifting/Bending 3%
 - g. Stair/Ladder Climbing 2%
2. Visual ability to use Computer screens & read small labels
3. Auditory ability to use telephone hand-set

GENERAL WORKING CONDITIONS

Busy, high-volume work environment

Exposure to some wood dust & debris and outdoor weather elements

Regular overtime will be offered and expected during staff shortages, seasonal high traffic periods, inventory-counts and special projects