

POSITION: CUSTOMER SERVICE AND COUNTER SALES (Full Time position with benefits)		POSTING NO: September 21, 2021
DEPARTMENT:	Front End Customer Service	
REPORTS TO:	Store Manager	
WORK LOCATION:	Dick's Lumber – Surrey	

Dick's Lumber in Surrey is looking for a energetic, customer service driven individual to join our team in Customer Service and Counter Sales.

ACCOUNTABILITIES:

- Offers exceptional customer service, focusing on fostering customer loyalty and growing assigned account sales.
- Uses strong product knowledge to enhance the “valued added” component of the sales transaction by anticipating customer requirements, recommending additional products and working to maximize the sales opportunity through up-selling.
- Assists customers by offering advice and information on different products.
- Performs multiple transactions at once.
- Presents a professional sales image to the customer at all times.
- Provides assistance and follows up with customer inquiries in a timely manner.
- Performs other job-related duties as required (such as stocking shelves, housekeeping etc)

QUALIFICATIONS:

- Effective selling and relationship building skills.
- Ability to grow and develop contractor business by participating in store initiatives.
- Fluent in English (spoken and written) with excellent listening, communication and interpersonal skills and able to assess customer requirements and make product recommendations.
- Detail oriented with strong organizational skills.
- Professional, courteous and punctual with a focus on customer service.
- Ability to multi-task, prioritize and work efficiently with minimal supervision.
- Manual dexterity and the ability to lift up to 25kgs.
- Must have a positive attitude and be a team player.
- Basic and current knowledge of the building code would be an asset.
- Experience and knowledge in this or a related industry is an asset.
- Fluency in Hindi, Punjabi, Cantonese or Mandarin is a definite asset.

WORKING CONDITIONS:

- This position is primarily in the store so the exposure to extreme temperatures is infrequent.
- Moderate exposure to personal risk; safety boots are required.
- Busy, high volume environment.

POSTED ON:	September 1, 2021
APPLICATION DEADLINE:	

If you are interested in the position, please submit a copy of your resume and cover letter via e-mail to jobs@dickslumber.com quoting “Customer Service & Counter Sales - Surrey” in the subject line of the email.