



**Job Title:** Inside Sales - ProDesk

**Reports To:** Store Manager

**Department:** NHC

**FLSA:** Non-Exempt

**Direct Reports:** None

### **General Responsibilities**

The Inside Sales – ProDesk associate will be responsible for supporting sales for the Outside Sales team as well as customers and employee inquiries within the store. Will be the subject matter expert for building materials, will source materials and drive sales.

### **Knowledge, Skills and Abilities**

- Extensive knowledge of building materials (lumber, doors, windows, flooring, etc.)
- Strong communication and customer service skills via email, phone to a varying customer base
- Understanding of the sales cycle and able to identify additional sales opportunities for add on sales
- Ability to work in a fast-paced team environment with limited supervision
- Ability to communicate with good listening skills to identify the needs of the customer
- Demonstrated problem-solving abilities and superior organizational skills essential
- Strong time management skills and ability to meet simultaneous deadlines
- Ability to use internet effectively to research/source product and track shipments
- Able to understand builder hardware and basic construction structure including, rough openings, blueprints
- Able to concisely measure for product ordering
- Willingness to be flexible, taking on both challenging and non-challenging tasks
- Able to work harmoniously with co-workers in all departments
- Driven to provide a high level of customer experience and develop customer relationships

### **Education and Experience**

- 4+ years sales experience in LBM/hardware industry
- Experience selling windows and doors
- Experience working in a retail environment with in-person and phone customer interactions
- Proficient with Microsoft Office applications including Excel, Word, Outlook

### **Physical Requirements**

- Frequently required to stand for long periods of time
- Frequently required to walk distances over 200 yards
- Able to lift and move products as needed (up to 50+ without assistance)
- Able to read and comprehend English
- Noise level in the work environment is usually moderate to heavy
- May be exposed to outside weather
- Occasionally required to stoop, bend, kneel or crouch while working with product.
- Periodic evening and weekend work may be required.
- Professional, clean appearance
- Able to use and view PCs for related inquiries

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*The above statements are intended to describe the general nature and level of work performed, rather than to be an exhaustive list of all duties, responsibilities, and skills required for the position. The job duties may be changed at any time at management's discretion. This job description is not intended to create contractual obligations of any kind.*