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| <b>POSITION: CUSTOMER SERVICE AND COUNTER SALES (2)</b><br>(Full Time position with benefits) |                            | <b>POSTING NO: 2019.0320.02</b> |
| <b>DEPARTMENT:</b>  | Front End Customer Service |                                 |
| <b>REPORTS TO:</b>  | Store Manager              |                                 |
| <b>WORK LOCATION:</b>   | Dick's Lumber – Surrey     |                                 |

Dick's Lumber in Surrey is looking for two 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.

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|------------------------------|--------------|
| <b>POSTED ON:</b>            | 2019.03.20   |
| <b>APPLICATION DEADLINE:</b> | Until Filled |

If you are interested in the position, please submit a copy of your resume and cover letter via e-mail to [jobs@dickslumber.com](mailto:jobs@dickslumber.com) quoting posting number 2019.0320.02 in the subject line of the email.

**\*\*Internal Applicants: please advise your supervisor that you have applied for this posting\*\*.**