



Sales Associate 1

Sprinkler World of Arizona

JOB TITLE: Sales Associate 1
DEPARTMENT: Operations
SUPERVISOR: Branch Manager
JOBS SUPERVISED: NA
FLSA: Non-Exempt

GENERAL JOB DESCRIPTION

This position provides over-the-counter sales to customers that includes determining customer needs, providing product advice, writing and recording the sale, and pulling the products for the order. This position requires ongoing independent study of manufacturer's products and applications to maintain current technical knowledge of all product lines.

MAJOR DUTIES AND RESPONSIBILITIES

- Be a team player and help where needed or asked by your supervisor
- Receive and greet walk-in customers and determine their needs for solutions or products
- Ring up customers with knowledge of all product lines and basic product knowledge
- Perform basic quoting with no special orders
- Highly skilled in referring customers to best experts for assistance (when and how)
- Answer phone calls within three rings at priority level 3
- Receive telephone orders and prepare those orders for will-call or delivery
- Maintain cleanliness of sales floor and counter areas
- Janitorial duties and recycling as assigned and needed
- Perform all Warehouse Associate duties as assigned and needed
- Perform all Driver duties as assigned and needed
- Other duties as assigned and needed

ORGANIZATIONAL RELATIONSHIPS:

Has frequent contact with branch associates, outside salespeople, corporate staff, and managers. Communicates frequently with a wide variety of customers

EXPERIENCE/TRAINING/EDUCATION:

Required: High school graduation or equivalent.

KNOWLEDGE/SKILLS/ABILITIES:

Ability to respect individual differences and be comfortable with all cultures; knowledge of office practices, basic business correspondence techniques; principles of customer service; ability to learn to use computer applications, including Microsoft Office email and electronic business management systems. Ability to accept constructive criticism; Ability to understand and follow written and verbal instructions; add, subtract, multiply and divide; Ability to complete tasks independently. Ability to listen and communicate clearly and effectively and to create a comfortable environment with customers, management, and other employees. Strong sense of urgency to customer and branch needs.

PHYSICAL AND ENVIRONMENTAL ELEMENTS:

This is a warehouse classification, but also may require time spent outside the warehouse in the yard. This position is exposed to moderate noise levels, un-controlled temperature conditions and no direct exposure to hazardous physical substances. May work offsite at various locations in various environments. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, or calculator and to operate standard office equipment. Must be able to speak clearly. The position often bends, stoops, reaches, pushes and pulls, lifts and carries materials that may weigh up to 50 pounds. Must team lift for materials over 50 pounds. Frequently operates a vehicle and forklift and is exposed to traffic conditions that include loud noises, fumes, traffic congestion. May be exposed to extreme heat, as well as rain.

SPECIAL REQUIREMENTS/CERTIFICATION:

Valid Arizona Driver's License and driver record that allows for insurability if driving.

Forklift training required to operator forklift