



3955 Quadra St. Victoria, BC • 250-479-7151

Position: Customer Service Associate

Reports to: Assistant Store Manager

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About the company

We are a premier lumberyard supplying a wide range of construction materials to commercial and residential construction projects throughout the greater Victoria area. This includes but is not limited to dimensional lumber, plywood, drywall, insulation, steel stud, mouldings & millwork, doors and windows.

Job Overview:

The Customer Service Associate is responsible for working with customers, answering telephone inquiries concerning product, general housekeeping, maintaining products and merchandising displays in their departments.

Required Accountabilities:

- Write up customer orders using POS system in compliance with store policies and procedures
- Assist customers with product selection and invoicing
- Maintain product price point and identity tickets on shelf displays and hooks
- Represent the company in a professional manner and ensure that the contractor and retail customer is treated with the utmost respect and courtesy
- Handling customer complaints in a positive and constructive manner
- Approve returns and issuing credit memos for returned goods in accordance with company policy
- Identify defective products with a return goods tag
- Be fully aware of all company policies and procedures, inventory, special order procedures and pricing policies
- Maintain all price and catalogue books relevant to your department
- Keep merchandise displays fresh and attractive in appearance
- Become familiar with all the products sold in your department
- Attend all training courses as requested by management in relation to store procedures, safety, products, sales meetings, etc.
- Ensure that products on sale or promotion are properly identified and tagged before the sale and removed afterwards
- Be observant of customers who appear to be acting in a manner suspicious in relation to store theft and report such activity to your supervisor
- Be professional, friendly, courteous and helpful to all customers and staff
- Be prepared to work in other departments as required

- Contribute to the implementation of lean manufacturing principles
- Assume other duties and responsibilities as assigned by the Store Manager

Job Requirements:

- Strong interpersonal and computer skills
- Strong sales, negotiating and conflict resolution skills
- Strong desire to build professional relationships with members of the industry including customers and vendors where required
- Action-oriented attitude and ability to adapt to a fast-paced environment
- Competitive edge
- A background in the construction industry, retail and/or sales is an asset
- Physically able to perform tasks that require prolonged standing, sitting and other activities that are necessary to perform job duties
- Physical ability to move large , bulky and/or heavy merchandise up to 50 lbs, repeatedly
- Flexibility in work schedule to meet the demands of the store and management
- Use telephone to make internal and external calls

If you have the qualifications that we are looking for to join our team please submit your resume and letter of interest. We are a well-established company within which there is room for advancement for the individual whom demonstrates conscientiousness, diligence, honesty, integrity, critical thinking and are self-starters.

Submit to careers@lumberworld.net