

**Mentor Lumber and Supply Company  
Position Description**

**Job Title:** Inside Sales  
**Department:** Sales Division  
**Reports To:** Division Manager  
**FLSA Status:** Non-exempt  
**Date:** July 2020

*Final:07/16/2020*

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**SUMMARY**

Promptly, professionally, effectively, efficiently, and profitably assists all walk-in and phone-in customers with building material questions, orders and pricing, and follow-up for a wide range of home improvement products.

**ESSENTIAL JOB FUNCTIONS** include the following. Other duties may be assigned.

- \* Professionally and promptly executes inside counter sales by promptly greeting customers on sales floor and via telephone, and assists to determines make, type, and quality of merchandise desired.
- \* Displays merchandise, suggests selections that meet customer's needs, and emphasizes selling points of products such as quality and utility.
- \* Provides advice to customers on proper materials, their usage, and techniques, especially to do-it-yourselfers.
- \* Prepares sales tickets and properly and confidentially processes payments for materials.
- \* Computes and quotes accurate estimate for customers utilizing customer's blueprints or plans.
- \* Develops simple sketch drawings of decks, sheds, and garages for customers and provide accurate estimate for material.
- \* Directs customers to the proper pick up area in the yard.
- \* Writes up material return slips and issues credit memos.
- \* Maintains and/or exceeds sales volume goals set by the employee and supervisor.
- \* Investigates and resolves customer complaints.
- \* Recommends new products to carry and unproductive products to discontinue.
- \* Participates in special events and consumer clinics.
- \* Continually increases knowledge through available product training and vendor seminars.
- \* Shares ideas with management on ways to increase sales and customer satisfaction.
- \* Helps maintain store housekeeping and displays.
- \* Safely opens and/or locks and secures store as scheduled.
- \* Responsible for the maintenance of positive relations with co-workers, customers, vendors, etc.

**PRINCIPLE ACTIVITIES**

Hours worked to be scheduled to meet the needs of the customers and retail hours of operation.

**QUALIFICATIONS** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE**

One to two-years related experience.

**LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

**MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

**REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**PHYSICAL DEMANDS** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; sit; and use hands to finger, handle, or feel. The employee is occasionally required to reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception, and ability to adjust focus.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

I have reviewed and understand the duties and responsibilities outlined in this position description.

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Employee Signature

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Date

**Core Values:**  
**Excellence, Teamwork and Respect**  
**In All That We Do!**