

Counter Sales Associate, Full-Time

Salem Plumbing Supply is seeking to add to our outstanding sales team. Our ideal candidate is someone who is enthusiastic, high-energy and who enjoys engaging with customers. This isn't your ordinary company, nor your ordinary role. You would be working with a group of committed and success-driven individuals. You would be serving and supporting some of the best plumbing and HVAC contractors in the marketplace. If this sounds of interest to you, we would invite you to reach out to us and learn more.

Job Summary

This role is responsible for serving and supporting our customers, assisting them in fulfilling their needs and solving their problems.

This is a full-time position (Monday through Friday), with some occasional Saturdays. The role reports to the Gloucester Store Manager.

Major Task and Responsibilities

Engage with both counter customers and phone customers to fully identify needs, respond to inquiries or questions, and offer timely solutions.

Processes orders, quotes and bids. Enter orders into the system. Provide order information to customers.

Working with warehouse operations, pull orders as required.

Communicate product features, benefits, and warranty policy information to customers.

Demonstrate knowledge of products and their applications (provide technical advice, troubleshooting, while helping to resolve customers' problems).

Identify upsell opportunities by identifying related products/services or add-on extensions.

Make customers aware of product/service promotions.

Under the direction of the Store Manager, ensure merchandise displays are stocked and clean.

Unload trucks, put away goods, perform deliveries and other general warehousing duties as necessary.

Under supervision of the Store Manager, exercise sound judgment in accordance with well-defined policies, procedures, and processes.

Will perform other duties as assigned.

Education & Experience

HS Diploma or GED (Required)

1-Year Sales Experience (Preferred)

Driver's License (Required)

Basic Computer Literacy and Skills (Required)

Preferred Qualifications

Demonstrated success providing excellent customer service.

Experience using sales order computer software. Familiarity with Eclipse a plus.

Knowledge of plumbing, HVAC, construction and industrial products a plus.

Highly personable.

Able to multi-task.

Salem Plumbing

We are a well-established, family-owned and managed company with multiple locations across the North Shore area. Our immediate need is to fill a Counter Sales position in our Gloucester store. If this sounds like the type of role and organization you would enjoy working in, please contact us.

We offer a full benefit package, including health and dental insurance, Flex Spending Account, highly attractive 401k match program, holidays and paid time off. Pay is commensurate with experience.

If you are interested email us at jobs@SalemPlumbing.com