

## **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.
- Process orders, quotes, and bids. Enter orders into the system. Provide order information to customers.
- Working with warehouse operations as required.
- Communicate product features, benefits, and warranty policy information to customers.
- Demonstrate knowledge of products and their applications (provide technical advice, and troubleshooting, while helping to resolve customer 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 clean and well stocked.
- Unload trucks, put away goods, perform deliveries, and other general warehousing duties as necessary.
- Under the 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 in providing excellent customer service.
- Experience using sales order computer software. Familiarity with Eclipse is a plus.
- Knowledge of plumbing, HVAC, construction, and industrial products is a plus.
- Highly personable.
- Able to multitask.

## **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 benefits package, including health and dental insurance, Flex Spending Account, a 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](mailto:jobs@SalemPlumbing.com)