

Counter & Inside Salesperson – Salem Plumbing Supply

Location: Gloucester, MA

Employment Type: Full-Time

Are you an experienced professional in the plumbing supply industry looking to join a respected and established company? Salem Plumbing Supply is seeking a knowledgeable and customer-focused **Plumbing Counter/Inside Salesperson** to join our team. This position is ideal for someone with strong plumbing industry experience who enjoys working directly with trade professionals and takes pride in delivering accurate solutions and outstanding service.

About Us

Salem Plumbing Supply is a leading independent plumbing and heating supply company serving the North Shore for more than 80 years. We are known for our exceptional customer service and strong relationships with trade professionals. As we continue to grow, we are seeking an experienced **Plumbing Counter/Inside Salesperson** to join our team and contribute to our long-standing reputation for excellence.

Position Overview

The **Plumbing Counter/Inside Salesperson** will play a key role in providing expert support to our customers—primarily plumbing and heating contractors—both in person and over the phone. This position requires solid plumbing industry experience, strong technical product knowledge, and a commitment to delivering exceptional customer service in a fast-paced environment.

Responsibilities

- Assist trade customers at the sales counter and over the phone, with product selection, order entry, and technical support.
- Provide knowledgeable recommendations on plumbing, heating, and related product lines.
- Accurately process orders, quotes, and returns using the company's ERP system.
- Coordinate with warehouse and purchasing departments to ensure timely and accurate order fulfillment.
- Maintain a clean, organized, and professional counter environment.
- Support ongoing merchandising, inventory management, and product knowledge initiatives.
- Build and maintain strong relationships with new and existing customers.

- Support warehouse activities and make occasional deliveries when needed.

Qualifications

- Minimum **2–4 years of plumbing or HVAC industry experience** required.
- Proven understanding of plumbing and heating products, applications, and trade terminology.
- Excellent communication and customer service skills.
- Strong attention to detail and accuracy in order processing.
- Proficient in Microsoft Office and experience with ERP or point-of-sale systems preferred.
- Ability to work collaboratively in a team-oriented environment.
- Dependable, professional, and motivated to contribute to company success.
- Valid driver's license.

Compensation and Benefits

- **Highly competitive compensation commensurate with experience.**
- **Comprehensive benefits package, including health, dental, and vision insurance.**
- **Paid time off and holidays.**
- **401(k) with company match.**
- **Opportunities for professional development and career growth within a stable, established organization**

If this sounds of interest to you, please reach out to us. We are growing and looking to add exceptional talent to our team.