



## **Contractor Sales Assostant Job Description**

### **Healdsburg Lumber Company**

#### **JOB DESCRIPTION**

Are you ready...

to be part of a stellar sales team?

to work for one of the North Bay's Best Places to Work?

to provide outstanding customer service and become part of your customer's teams?

Then come build up with us!

#### **POSITION REPORTS TO**

Sales Manager

#### **OVERVIEW OF DUTIES**

The Contractor Sales Assistant is responsible for working with the Sales Manager to develop a plan for contacting and interacting with new and prospective professional building contractor accounts. Duties include, but are not limited to initial contact, sales, product information, order coordination, plus training and promotional events. The Contractor Sales Assistant is also currently the Safety Representative for the Commissioned Sales Staff.

In addition to this overview of job duties, other assignments or job duties may be required.

#### **SPECIFIC AND ESSENTIAL RESPONSIBILITIES, LISTED IN ORDER OF PRIORITY**

1. Coordinate material quotes as requested by customers. This includes:
  - a. Plan material take-off services
  - b. Quote processing through the Spruce point-of-sale system
  - c. Obtaining prices and availability for non-stocked items
  - d. Determining appropriate pricing levels necessary to maintain competitive proposals
2. Track the results of all project proposals. Furnish management with adequate information to develop appropriate market responses. This may include pricing issues, alternative products, modified sales presentation approaches, or any other applicable information necessary to improve Healdsburg Lumber Company's level of quoting success.
3. Ensure that all vendor catalogs and product brochures displayed in the mezzanine reference area are well stocked and current. Quickly address customer inquiries for product information via the reference library or Internet search.

4. Plan the monthly Contractor Breakfast events, including the selection of presenters, the invitation process, and the follow-up of vendor advertising reimbursements.
5. Work with Sales Manager to regularly review Customer sales activity, selecting inactive accounts and contacting those customers to determine the reason for decreased sales activity. If the customer is still a viable business, responses should be developed to rebuild the relationship with the customer.
6. Under the direction of the Sales Manager, coordinate:
  - a. Staff Product Knowledge Training Events
  - b. Customer Promotional Events
  - c. Factory Tours
  - d. Joint Promotional Events with Hudson Street Design
  - e. Advertising to complement promotional events with Retail Store Manager
7. Maintain familiarity with quote files for each Outside Sales Staff member. If the Sales Staff member is absent, ensure that quote information is then accessible to other support staff as questions arise.
8. Assist in assembling information needed to support Sales Meeting agendas.
9. Assist in cold-call business development, as well as follow-up phone calls and correspondence for new business, as directed by Sales Manager.
10. Work in a safety conscious manner at all times. Follow all safety regulations and security guidelines. Actively contribute to work safety and security.
11. Maintain a safe, clean and pleasant work environment.

## **POSITION TRAITS**

1. Ownership – One simple way to make a difference is to do any job you tackle the best it can be done. Take personal pride in your results and understand that they are a reflection of you.
2. Team Player- Have the skills to work together with your coworkers unselfishly and for the common good.
3. Attention to Detail / Accuracy - Our products and our work can be complex. Errors and omissions can be extremely costly to our customers (and us). Pay close attention to everything that you do and minimize mistakes.
4. Documentation Expert – Much of what we produce and sell are critical parts of a legally-binding contract. Understand all of the documents that are necessary to inform and protect our customer and our company.
5. Business Acumen – is keenness and quickness in understanding and dealing with a business situation in a manner that is likely to lead to a good/expected outcome.
6. Behaviors include:
  1. Dress – You are a professional, so dress like one.
  2. Meet & Greet – Be outgoing, enthusiastic, and gracious to all.
  3. Positive Attitude – No one wants to do business with a skeptic or a curmudgeon. Be upbeat! Keep your face always toward the sunshine – and shadows will fall behind you.
  4. Polite – Being polite in the workplace and following proper workplace etiquette is a must.
  7. Accessible – Always be available to your customers. Always leave instructions on your whereabouts and time of return.

8. Responsive – Even when you don't have an answer, always respond to all inquiries on the same day that you received them.
9. Honest & Truthful – There are no alternatives to the truth. If a mistake has been made, then admit it. If a problem has occurred, then explain it and solve it.
10. Problem Solver – That's why customers come to us. Take the time to understand a customer's challenge before embarking on a cure.
11. Product Expert – HLC stands above our competitors because we are constantly striving to improve our levels of expertise and always in search of finer quality and higher value products for our customers.
12. Connector – Understand the value of trusted relationships and constantly strive to expand your relationships. There are few greater gifts than sharing your connections with others.

### **REQUIRED EDUCATION, TRAINING AND EXPERIENCE**

1. High School Diploma
2. Minimum 2 years of experience in the wholesale or retail building material industry.
3. Valid California Driver's License

### **PHYSICAL, MENTAL AND ENVIRONMENTAL REQUIREMENTS OF JOB**

1. Ability to sit for extended time periods at a desk.
2. Type 20 words per minute and use a mouse or other pointing device.
3. Ability to understand and communicate written and spoken information and ideas.
4. Ability to analyze information and evaluate results to choose the best solution and solve problems.
5. Ability to routinely make decisions that affect the profitability, image and reputation of Healdsburg Lumber Company in an exact and accurate manner.
6. Ability to lift, carry and maneuver goods that may weigh 50 pounds, utilizing additional personnel and mechanical assistance as required.
7. Ability to handle complaints, settle disputes and handle grievances and conflicts, negotiate with others.
8. Ability to courteously and professionally interact with our Customers.
9. Ability to encourage and build mutual trust, respect and cooperation among team members.
10. Ability to keep up to-date technically and apply new knowledge to job.
11. Ability to manage work time efficiently.

### **COVID-19 Considerations:**

Healdsburg Lumber Company is an essential business. We are committed to employee and customer health and safety. Face masks are required at all of our locations and we have hand-sanitizer dispensers located in various places inside our facilities. If you have additional concerns, please let us know!

Job Type: Full-time