

Salesperson

Summary

The inside sales position at Marks Lumber is a fast-paced, detailed position which will require the ability to multi-task. One of the main focus areas is to provide quality, knowledgeable customer care at point of sale. Strong people skills are absolutely vital. Verbal and written communication skills, mathematical skills, and proficiency in lumber terminology are critical to success in helping the Marks Lumber customer service team achieve company goals.

Organization

Reports to: Sales Manager

Essential Job Functions

| A job function is essential if removal of that function would fundamentally change the job. (Clear statements on the scope and nature of the job's critical tasks, responsibilities and deliverables; listed in order of importance.) | Percentage of Overall Job Scope |
|---|--|
| Direct marketing and customer care activities at front counter | 10% |
| Quote generation from order inquiry and customer inquiries. | 40% |
| Direct sales activities, including learning customer requirements, educating customers on the benefits of Marks Lumber products and by-products, and helping them understand the Marks Lumber process - what Marks Lumber can manufacture and what products we bring in from outside wholesalers. | 30% |
| Coordinate logistics such as shipping or delivery. | 10% |
| Administrative time understanding Marks Lumber production procedures, capacity and capabilities. Communicating customer requirements to the rest of the customer sales team. Creating sales status reports for weekly production report. | 5% |
| Other duties as assigned. | 5% |

Duties

- Assist in answering the phone and either assisting customer calls for lumber inquiries or directing to appropriate personnel if call is not related to sales.
- Respond to inquiries that come in through email, per schedule.
- Create detailed, accurate quotes for Marks Lumber products from customer inquiries.
- Follow-up on leads and opportunities and build relationships.
- Write up accurate and detailed sales orders for the production team.
- Front counter sales
- Coordinate customer pickup and delivery using both Marks Lumber and common carrier shipping services.

Competencies

Marks Lumber Core (How we Work):

- **Humble** – Ideal team players are humble. They lack excessive ego or concerns about status. Humble people are quick to point out the contributions of others and slow to see attention for their own. They share credit, emphasize team over self and define success collectively rather than individually.
- **Hungry** – Ideal team players are hungry. They are always looking for more. More things to do. More to learn. More responsibility to take on. Hungry people almost never have to be pushed by a manager to work harder

because they are self-motivated and diligent. They are constantly thinking about the next step and the next opportunity.

- (people) **Smart** – Ideal team players are smart. They have common sense about people. Smart people tend to know what is happening in a group situation and how to deal with others in the most effective way. They have good judgement and intuition around the subtleties of group dynamics and the impact of their words and actions.

Job Specific Competencies

- Strong verbal and written communication skills
- Customer service skills and focus
- Detailed timber and lumber products knowledge
- Residential construction knowledge, concepts, and experience
- Strong multi-task, organizational skills
- Strong computer skills

Qualifications

(Education Requirements, Work Experience, and Certifications)

1. High School Diploma or equivalent
2. Customer service experience
3. Business-to-business sales experience preferred
4. Lumber product knowledge required
5. Residential construction and building trades background or experience preferred

Compensation

\$50,000 – commensurate with experience
401K and profit sharing
Health insurance
PTO and holiday PTO

Acknowledgement

The statements contained in this document are intended to describe the general nature and level of work being performed by the position. They are not intended to constitute a comprehensive list of functions or duties.

I have read and understand the essential functions and other duties described in the Job Description and I am able and willing to perform the essential functions of this position with, or without, reasonable accommodation.