

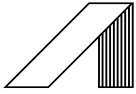
**Position Title:** Counter Sales Associate  
**Classification:** Regular, Full-Time  
**FLSA Status:** Non-exempt  
**Reports to:** Branch Manager  
**Supervises:** N/A

### **Primary Function**

The Counter Sales Associate is responsible for providing assistance to customers during the sales/purchase process and for responding to customer inquiries in a professional manner. The Counter Sales Associate is responsible for maintaining strong product knowledge and is encouraged to market and promote new products as well as product specials. The Counter Sales Associate also assists with warehouse and stocking functions as appropriate.

### **Essential Responsibilities**

- A. Assists customers (in person or over the phone/Internet) during the sales process in an effective and efficient manner that encourages repeat business
- B. Conducts sales transactions by accurately entering the customer order into the computer system
- C. Maintains an awareness of all pertinent product information (including product catalogs, price sheets, etc.), merchandise promotions, test merchandise and advertisements. Markets all products sold and suggests replacement/alternative products when appropriate
- D. Maintains an understanding of the entire sales process from start to finish (including order, billing, delivery and payment processes)
- E. Picks and fills orders as appropriate. Assures that orders leaving the facility are appropriately documented and have been checked for accuracy
- F. Processes product returns assuring that all documentation is collected and accurately recorded into the computer system
- G. Generates product stock requests as appropriate
- H. Consults with the Credit department regarding customer credit issues that may affect the release of merchandise and orders



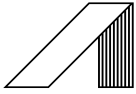
- I. Assists in maintaining the counter and product display area assuring a safe, clean and orderly environment. Re-stocks product and information displays and prepares customer refreshments
- J. Provides basic price quotation services to customers and tracks and monitors these quotations in an effort to convert these into sales opportunities
- K. Places follow-up calls to open will-call customers regarding merchandise being held
- L. Assists in warehouse duties such as stocking and labeling shelves, inventory of goods, cutting of wire, etc. in a manner which assures an orderly and safe work environment
- M. Maintains a positive working relationship with all staff throughout the organization
- N. Observes customer opportunities and problems and reports them to the Branch Manager.

### **Other Responsibilities**

- A. Assists with the shipping and receiving processes as needed
- B. Occasionally may operate a forklift to assist in warehouse duties
- C. Completes stock checks for the Purchasing Department as requested
- D. Reports suspicious activities immediately to a member of the management team
- E. Actively participates in all company-sanctioned training opportunities
- F. Attends all company meetings and required functions
- G. Performs other duties as instructed or required to successfully complete the job

### **Necessary Qualifications**

- A. High School diploma or equivalent, as determined by the company
- B. A minimum of one year experience in the electrical industry and/or knowledge of electrical products



- C. Completion of NAED Edge training program
- D. Familiarity with warehouse and delivery operations
- E. Strong mathematical ability
- F. Commitment to and demonstration of high ethical standards governing professional behavior and interactions
- G. Basic familiarity with the use of a personal computer
- H. Demonstrated ability to communicate clearly and concisely in written and verbal formats
- I. Demonstrated time management and organizational skills, including an ability to plan and manage multiple priorities simultaneously
- J. Ability to work well in a team environment
- K. Strong customer service orientation.

### **Physical Ability Requirements**

- A. Ability to stand and walk for prolonged periods of time
- B. Ability to utilize a computer keyboard, computer monitor, and telephone
- C. Ability to bend, climb, push, and pull, including the ability to maneuver at heights and in tight or small places
- D. Ability to routinely lift, carry, and otherwise transport work-related materials that frequently weigh up to 70 lbs. and that may occasionally weigh in excess of 70 lbs.

Revised 8/20/08