



## **JOB DESCRIPTION**

**TITLE:** Front Counter Sales Clerk  
**STATUS:** Non-Exempt, Hourly  
**REPORTS TO:** Sales Manager  
**DEPARTMENT:** Sales

### **GENERAL PURPOSE**

This position works closely with the Sales manager and fellow sales clerks, focusing on providing excellent customer service. Customer service may include mixing paint, cutting keys, writing quotes for lumber packages, and giving accurate advice to customers with project questions. Front Counter Sales Clerks will also process customer orders using the Falcon Point of Sale system and handle cash, credit card and check transactions. Other duties include answer the phones in a professional manner and keeping their work counters and store displays clean.

Work hours: Typical weekly shifts include: M-F 7:00-4:00 pm or 8:00-5:00 pm, SAT 8:00-4:00 pm

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Processes sales transactions in a professional manner.
- Provides outstanding customer service in person and on the phone.
- Follows all safety rules and protocols and maintains clean work environment.

### **OTHER DUTIES**

- Assists in the training of other employees as needed.
- Performs other related duties as needed and assigned.

### **MINIMUM QUALIFICATIONS**

#### **Education, Experience and Licensing**

- High School diploma, GED or equivalent.
- Safe and incident-free driving record with a valid Washington State license.
- Ability to pass a pre-employment drug screening and future random screenings.

#### **Knowledge, Skills and Abilities**

- Building materials knowledge.
- Math and measurement skills.
- Ability to work independently under general direction and to complete daily activities.
- Ability to provide punctual, dependable attendance.
- Ability to lift and carry heavy objects.
- Good communication skills in providing outstanding customer service.

## **WORKING ENVIRONMENT AND PHYSICAL DEMANDS**

While performing the duties of this job, the employee regularly works indoors with the general public. May occasionally lift and/or move 50 to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. While performing the duties of this job, the employee is frequently required to stand for long periods of time.

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

*The duties listed above are intended only as general illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*

*This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*