



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 answering the phones in a professional manner and keeping work counters and store displays clean and presentable.

Work hours: Typical weekly 40-hour shifts may include: Weekday hours between 7:00am -- 4:00pm or 8:00 – 5:00pm and Saturday 8:00-4:00 pm

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Greet customers as they enter the store.
- Ability to work closely with others as part of a sales team.
- Process sales transactions in a professional manner.
- Provide outstanding customer service in person and on the phone.
- Follow all safety rules and protocols and maintain a clean work environment.
- Show initiative to keep busy with secondary tasks when sales counter is slow.

OTHER DUTIES

- Assist in the training of other employees as needed.
- Re-stock returned items as needed.
- Perform other related duties as needed and assigned.

MINIMUM QUALIFICATIONS

Education, Experience and Licensing

- High School diploma, GED or equivalent.
- Safe and reliable transportation to and from work.
- Ability to pass a pre-employment drug screening and future random screenings.

Knowledge, Skills and Abilities

- Basic building materials knowledge and basic 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.
- Reliable, clear communication with managers and co-workers

Pay and Benefits

Wages:

Starting hourly pay range is \$17 - \$20 DOE

Employees are eligible for the following benefits following a 90-day orientation period:

Medical Insurance with HSA contributions. Employer pays 75% of employee premium.

Paid Holidays (6 paid holidays per year)

Sick pay

Paid Vacation. Begins accruing after 90 days.

Family Medical Leave – Employer pays 100% of employee deductions.

In-store employee discount

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.