



The **Pro Desk/Lumber Sale Associate** is responsible for providing prompt, courteous, and efficient service to customers, advising them on appropriate merchandise and related items. They must be familiar with pricing, local building codes, types of building permits issued, and be able to prepare quotations. The Pro Desk Associate must perform all assigned tasks with sufficient speed and accuracy to support store efficiency and a high level of customer service.

DUTIES / RESPONSIBILITIES:

- Ensure customers are greeted within 30 seconds of their arrival at the Lumber Desk.
- Determine customers' needs by asking open-ended questions.
- Communicate product knowledge to the customer as appropriate.
- Communicate effectively and persuasively with employees, management, suppliers, and customers to obtain accurate information for pricing, estimates, quotations, etc.
- Process special orders for non-stock or out of stock items.
- Be familiar with and maintain up-to-date information on pricing.
- Be familiar with local building codes and types of building permits issued.
- Be familiar with prices, practices, and policies of the company's competitors.
- Help customers solve building problems.
- Keep up to date on practical knowledge of building materials and lumber products, including their uses, advantages, and disadvantages.
- Resolve customer complaints.
- Be familiar with current yard inventory and surplus items.
- Make suggestions for rule or policy changes when such changes would improve sales, profits, efficiency, morale, and / or operations in general.
- Maintain professional confidentiality of all store and customer records.
- Work on additional duties and assignments as assigned by management.
- Work in a safe manner in accordance with provincial and federal safety legislation. Report any potential hazards and unsafe behavior to management in order to have the situation corrected.

QUALIFICATIONS:

- High School graduation or equivalent.
- Retail experience is an asset.
- Ability to work a flexible schedule including weekends, evenings, and holidays.
- Friendly and helpful attitude toward customers.
- Excellent communication skills.
- Good mathematical skills.
- Willingness to learn.
- Willingness to continually develop professional skills and knowledge base.
- Ability to work co-operatively in a team atmosphere.