



JOB POSTING

Position:	Counter Sales / Warehouse Associate
Location:	Hamilton, Whitby, Barrie
Reports to:	Branch Manager
Overview:	<p>Counter Sales Associate – provide fast, friendly service by actively seeking out customers to assess their needs and provide assistance. Counter Sales Associates are focused on serving customers in person, on the phone or by email in order to ensure that an excellent standard of service and a high level of customer satisfaction is maintained.</p> <p>Warehouse – picking and packing all assigned orders in the warehouse. Load trucks for delivery. Assist in warehouse functions as required. Maintain a clean and safe environment.</p>

Duties and Responsibilities:

- Take orders in person at the counter or by phone.
- Pick and pack of customer's orders.
- Answer all incoming customer inquiries regarding products and services and ensure a high level of customer satisfaction.
- Source non-stocking items for customers.
- Problem solving to rectify customer concerns as quickly as possible.
- Purchase stock orders for branch as assigned.
- Resolve issues relating to orders, transfers, and PO's.
- Process returns for customers and getting RGA's from vendor if required.
- Stock Replenishment when required.
- Counter and warehouse maintenance.
- Pick and pack all assigned orders in the warehouse.
- Ensure orders are picked accurately and completely.
- Assist warehouse staff as needed. ie receiving PO's, putting stock away, loading and unloading of product.
- Make deliveries if necessary.
- Any other duties as required.

Requirements and Qualifications:

- Experienced in plumbing and hydronics with advisory skills.
- Proven record of excellent customer service and relationship building.
- Over 2 years of a customer-facing role in the industry.
- Ability to mentor/train junior staff in a fast-paced environment.
- Autonomous with strong sense of ownership and responsibility.
- Articulate in explaining technical details to diverse audiences.
- Consistently professional in customer interactions at the counter.
- Efficient at managing counter responsibilities during peak times.
- Schedule flexibility to accommodate business needs.

For consideration, please apply online. As part of our commitment to inclusivity, diversity, equity and accessibility, our goal is a workplace built on respect that reflects the communities we serve. We thank all applicants for their interest in NEXT Supply but only those selected for an interview will be contacted.

We are proud to be in compliance with the Accessibility for Ontarians with Disabilities Act (AODA), 2005 and the Integrated Accessibility Standards Regulation. We are happy to honour accommodations at any part of the recruitment process and invite you to let us know how we can help.