



## **Counter Sales / Warehouse Associates Annex and Scarborough Locations**

**NEXT Supply is the new generation of supplier in wholesale Plumbing and Hydronics –setting superior standards in service, product availability and delivery. NEXT has strategically located local warehouses across and beyond the GTA, each with a full quantity of inventory and strong, strategic delivery capabilities.**

**Counter Sales** Associates 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 are maintained.

**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.

### **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/Qualifications**

- Product knowledge in plumbing a must (3 years' experience).
- Excellent written and verbal communication skills.
- Excellent organizational skills and attention to detail.
- Strong system knowledge.
- Customer service oriented.
- Able to multitask.
- Problem solving skills.
- Additional hours may be required daily to perform this job effectively.

**Successful Candidates will be required to:**

- Be on-site at their assigned location.
- Produce a clear police record check.

**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.**