

**GILBERTSVILLE**

1200 East Philadelphia Ave.  
(610) 367-2036  
(610) 367-1880 Fax

**POTTSTOWN**

300 Armand Hammer Blvd.  
(610) 327-1120  
(610) 327-1517 Fax

**BETHLEHEM**

4514 Easton Ave.  
(610) 868-2010  
(610) 868-3161 Fax

**KUTZTOWN**

80 Willow St.  
(610) 683-7391  
(610) 683-3031 Fax

**Job Title:** Inside Sales Representative

**Department:** Store

**Location:** Gilbertsville

**Reports To:** Operations Manager

**FLSA Status:** Non-Exempt

**Employment Type:** Full-Time

**Hours:** 7:00-4:30

**Summary:** The Inside Sales Representative is required to assist customer with orders by analyzing blueprints, specifications, bid proposals, and other documentation to provide accurate and timely cost of materials and labor estimates. Maintain bid files; identify and communicate potential problems with plans, design requirements, product specs, or project conditions.

**Essential Duties and Responsibilities:** include the following:

- Assist customers by taking orders and accommodating special orders.
- Ensure customer order accuracy by working closely with purchasing to verify order specifications before finalizing order with vendor
- Enters orders into the computer system.
- Build customer rapport.
- On occasion take accurate measurements for installation of products such as doors, window casings, and baseboards.
- Provides customers with value-added solutions/products.
- Creatively solve problems to achieve sales and customer objectives.
- Assists customers in loading their product into their vehicle.
- Learning and maintaining knowledge on products available.
- Present a neat and professional image
- Assist in keeping facility secure
- Maintain proficiency in computerized systems and other technologies as required.
- Seasonal Requirement: Assist with snow removal
- Other duties may be assigned.

**Supervisory Responsibilities:** This job has no supervisory responsibilities.

**Competency:** To perform the job successfully, an individual should demonstrate the following competencies:

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- Problem Solving - Identifies and resolves problems in a timely manner.
- Customer Service - Responds promptly to customer needs; Responds to requests for service and assistance; Meets commitments.
- Teamwork - Balances team and individual responsibilities.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience:** High School Diploma

**Language Skills:** No skills needed

**Mathematical Skills:** Ability to accurately read a tape measure

**Reasoning Ability:** Must have and use common sense.

**Computer Skills:** To perform this job successfully, an individual should have basic computer skills.

**Certificates, Licenses, Registrations:** Valid driver's license.

**Other Skills and Abilities:** No skills needed

**Other Qualifications:** Previous work experience in the construction trades is highly desirable for this position.

**Physical Demands:**

Requires working indoors in environmentally controlled conditions.

Requires giving and/or receiving verbal communication.

Requires giving and/or receiving written communication.

Requires standing for extended periods.

Requires walking.

Requires walking, bending, and/or squatting.

Requires using hands to handle, control, or feel objects, tools or controls.

Regularly requires carrying objects that are 100lbs or less by hand.

Regularly requires carrying objects that are 100lbs or more using equipment.

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**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.