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# Outside Sales Representative – Lumber

## JOB DESCRIPTION

Supervisor: **Store Owner**

Status: **Full Time, FLSA Exempt**

Revised: **November 2021**

### Job Summary

Outside sales representatives are responsible for building relationships with both new and existing contractor and builder customers. They will be responsible for providing excellent customer

service while exemplifying the values of our business. Their job will include, but is not limited to, the following responsibilities.

### Responsibilities

- Meet with new and current customers to understand their needs and find solutions.
- Keep management up to date on existing orders.
- Maintain accurate records of leads, sales and customer accounts.
- Read blueprints and prepare or assist in preparing materials take-off lists.
- Present accurate quotes and sales proposals to customers in a timely and professional manner.
- Ensure quotes offer value to customers while maintaining appropriate profit margins.
- Help the company meet or exceed sales targets.
- Work with inside sales staff to ensure accurate pricing, delivery and invoicing of customer orders.
- Provide customers with accurate and well-researched product information, including application and specifications.
- Visit job sites regularly to ensure product delivery and provide continued customer support.
- Have an understanding the building industry best practices, from the framing and rough-in to finishing materials.
- Stay current on local building codes, industry norms, new products and product specifications. This may include attending training and industry events.
- Develop and maintain relationships with vendors, inside sales staff and store personnel.
- Monitor competition's pricing, product offering, services, fees and marketing efforts so that our company stays competitive.
- Investigate and resolve customer issues with our products or services in a timely manner.
- May be responsible for helping pull and deliver products to customer job sites.
- Support and educate all company sales personnel in the outside sales process.

### Qualifications

- Positive attitude and good work ethic.
- Self-motivated and driven to meet sales goals.
- Comfortable interacting with both new and existing customers.
- Ability to work flexible hours based on customer needs.
- Strong written and verbal communication skills.
- Strong time management and organizational skills.
- Willingness to learn new products and processes to keep up with changes in the industry.
- Well-developed selling and relationship management skills.

### Goals

- To create the maximum number of sales for our market area in a specified business segment.
- Transform customers into business partners who look to our business for project solutions.

**I have received this job description and understand my responsibilities as an employee.**

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**Employee Signature**

\_\_\_\_\_  
**Date**

**Disclaimer:** The contents of this job description are intended to be used as a guide only. You may need to add more information to fully describe the responsibilities and qualifications of each job at your business. Please consult a human resources consultant or a professional employer organization to ensure you are complying with local employment regulations.