



Purvis Industries is looking for a motivated Counter Sales/Delivery Driver to help increase sales and customer satisfaction by efficiently and courteously assisting walk-in and telephone customers in the selection and acquisition of needed products, while also assisting with delivery of ordered products. The duties of the position encompass the following:

- Greet each customer professionally and courteously.
- Service customers at the counter by taking orders and entering them into the system accurately; give priority to regular accounts.
- Understand that a customer's time is your time.
- Use electronic and published catalogs to provide product, pricing and availability information to customers.
- Follow company pricing and credit guidelines.
- Solve or request management assistance to quickly solve customers' problems.
- Retrieve orders from warehouse quickly and accurately.
- Increase sales and average order size by means of cross-selling, up-selling, add-on sales and offering promotional sales items as well as new products.
- Promote and sell overages, damaged and discontinued items.
- Handle customer complaints and returns, while showing a positive attitude.
- Keep merchandising and counter areas clean and attractive.
- Keep counter area inventory stocked; remove or add inventory items to stimulate impulse sales; remove discontinued items from the sales floor.
- Assist in scheduled physical inventory counts.
- Participate in company-sponsored sales promotions.
- Work with other departments to resolve customer service issues in a timely manner.
- Light warehouse duties as assigned.
- Accurately use order entry, computerized systems and other technologies as required.
- Follow company policies and procedures.
- Attend product training meetings.
- Adhere to safe driving standards while performing delivery of products, as outlined by Texas Law and Purvis company policy.



### **Job Requirements:**

- Delivers superior customer service.
- Effective listening and good phone skills.
- Able to handle difficult customers with diplomacy and tact.
- Team player who works productively with wide range of people.
- Professional demeanor.
- Comfortable in fast-paced environment.
- Capable of following written instructions and documented procedures.
- Understands basic inventory, warehousing and stocking procedures.
- Accuracy and attention to detail.
- Technical expertise and knowledge of company products.
- Demonstrated understanding and application of effective selling strategies and techniques.

### **Preferred Candidate Skills**

- Customer service experience preferred
- Computer skills preferred
- Superior organization skills
- Bilingual (Spanish) is helpful, but not required
- **Clean background and driving record, with valid driver's license**
- Maintain a professional appearance and attitude at all times
- **Must be clean cut - no earrings for males, no visible tattoos, and clean-shaven .**
- Stand/walk for extended periods of time.
- Lift/carry/maneuver heavy material or equipment (up to 40 lbs).
- Education: High school diploma

**Purvis Industries is an Equal Opportunity Employer, and promotes a drug free workplace.**