



**MAKE THE MOVE...
JOIN ONE OF NORTH AMERICA'S "MOST ADMIRED COMPANIES"**

Harris & Roome Supply, a division of Graybar Electric, a Fortune 500 corporation, is a leader in the distribution of high quality electrical, automation and telecommunications products and provider of related supply chain management and logistics services.

Graybar operates more than 250 distribution facilities throughout North America, with 30 branches across Canada. As one of the world's largest employee-owned companies, Graybar has the power and stability of a big corporation and the integrity and drive of a neighborhood business.

Graybar Canada currently has an exciting career opportunity available in our Mississauga, ON location, for a:

COUNTER SALES REPRESENTATIVE

We are looking for a sales-minded individual who is motivated by learning and career growth. If customer service and advancement opportunities are important to you, Graybar Canada is the company you have been looking for.

Graybar Canada / Harris & Roome Supply offers a competitive compensation and benefits package including:

- Health and Dental Benefits
- Employee Profit Sharing Program
- Group RRSP Matching
- Computer Purchase plan
- Service Awards Program
- Life & AD&D Insurance
- Long Term Disability Benefits
- Employee Share Purchase Program
- Tuition Reimbursement Program
- Scholarship Program for Employee's Children
- Home and Auto Group Insurance Rates
- Corporate Fitness Membership Program

Summary:

The Counter Customer Service Representative (CCSR) provides our customers with a high level of customer service which includes effectively handling customer inquiries and order processing. The CCSR delivers the highest quality customer care, in accordance with corporate objectives and revenue goals.

Responsibilities:

- Sell merchandise to customers over the counter, ensuring that every customer experience meets Graybar Canada's quality standards
- Provide technical support on product selection and application

- Willingness to gain technical knowledge by attending educational workshops and reviewing publications.
- Maintain quality service by following organization standards.
- Place new merchandise on display
- Track stock out items and recommend new stock
- Maintain inventory controls by collecting stock location orders and printing requests.
- Provide customer feedback to Branch Manager in a timely fashion
- Assist in the receiving and delivery of product
- Prepare orders by processing requests and supply orders; pulling materials; packing boxes; placing orders in the delivery area
- Maintain safe and clean work environment by keeping shelves, pallet area, and workstations neat; maintaining clean shipping supply area; complying with procedures, rules and regulations.

Knowledge / Skills / Abilities:

- Minimum Grade 12 education; however, preference will be given to individuals with a technical or post secondary education background.
- One to three years of related sales experience desired.
- Must exhibit excellent time management and organizational skills
- Possesses strong relationship building skills to cultivate and develop customer loyalty
- Strong customer service and troubleshooting skills
- Exceptional conflict resolution, negotiation, and objection handling skills
- Basic mathematical skills.
- Practice excellent spoken and written communication skills
- Must demonstrate honesty and integrity
- Willingness to gain technical knowledge by attending educational workshops and reviewing publications.
- Ability to do light to moderate lifting (up to 50 lbs).
- Willingness to go the extra mile
- Knowledge of electrical and comm/data products is preferred.

Do you have exceptional customer service ability, strong interpersonal skills, and a competitive "can do" attitude? We want to hear from you! Graybar Canada is an equal opportunity employer that encourages interested candidates to submit a detailed resume with a covering letter *including salary expectations* to the following address:

- If applying to a job in Ontario: jobs@graybarcanada.com
- If applying to a job in Alberta: jobswest@graybarcanada.com
- If applying to a job in Atlantic Canada: hrdept@graybarcanada.com

Please quote competition **COUNTERSALES-MI** in the subject line of your email.

We wish to thank all applicants for their interest, but advise that only those selected for an interview will be contacted.