



Retail Associate

Compensation: \$15-19 DOQ

Employment type: Full Time permanent

Rivard Stone is looking for a multifaceted team member to join our growing business. This new team member will work with all types of customers internally and externally; however, will focus primarily with our retail customers coming into or contacting our showroom. Our Retail Associate will engage and assist customers in person, on the phone and via email by introducing them to our business with product knowledge, selection, quote/order creation, and developing ongoing relationships.

Role and Responsibilities

- Greet all customers providing a welcoming, professional first point of contact
- Answer and direct incoming phone calls and inquiries via email
- Assist retail customers with general product knowledge and selection
- Maintain front desk area and showroom cleanliness
- Accurately identify product and uses or application
- Use point of sales system to create sales quotes and orders
- Schedule deliveries with customers
- Communicate with Yard and Fabrication shop on current and future orders
- Clearly communicate with sales team and customer to ensure smooth process

Qualifications and Education Requirements

- 3 years customer service or retail experience
- Comfortable with technology, including MS Office Suite, ERP systems, CRM and Apps
- Highly organized, accurate, and self-motivated
- Ability to read and understand tape measure/measurements

Competencies

- | | | |
|-------------------------|------------------------|--------------------------|
| • Clear Communication | • Teamwork Orientation | • Problem Solving Skills |
| • Customer Centric | • Mechanical Aptitude | • Positive Attitude |
| • Organizational Skills | • Time Management | |

Work Conditions

- 90% Office Environment – sales, 10% outside/yard area
- Full-Time Hours (40+ hours/week, including Saturday)

Qualified candidates may apply with their cover letter and resume via email to devonr@rivardstone.com