

Counter Sales & Technical Advisor



About Vieira Concrete Supplies

Vieira Concrete Supplies is a leading provider of professional-grade concrete products, tools, and materials serving contractors and DIY enthusiasts alike. With our extensive product knowledge and commitment to exceptional service, we help customers find the right solutions for their concrete projects of any size.

Position Overview

We are seeking a knowledgeable and customer-focused **Counter Sales & Technical Advisor** to join our team. In this role, you will serve as the primary point of contact for customers, providing expert guidance on concrete products while ensuring efficient sales operations and maintaining a welcoming, organized showroom environment. This position combines technical knowledge of concrete materials with strong customer service and organizational skills.

Key Responsibilities

Customer Service & Technical Sales

- Advise customers on proper use, application, and selection of concrete products based on their project requirements
- Demonstrate extensive knowledge of concrete materials, tools, and industry best practices
- Build and maintain strong relationships with regular customers
- Respond to customer inquiries via phone, email, and in-person
- Identify upselling opportunities and recommend complementary products

Sales Administration

- Process orders and create invoices for in-person, phone, and online customers
- Operate point-of-sale (POS) Odoo system and handle cash, credit, & account transactions
- Maintain accurate records of all transactions and customer information
- Monitor inventory levels and notify management of low stock items
- Coordinate with the shipping department to arrange product deliveries

Merchandising & Showroom Management

- Maintain a clean, organized, and visually appealing showroom
- Rotate inventory to ensure product turnover and visibility
- Create and update product labels and price tags, as required
- Receive, inspect, and properly store incoming inventory
- Assemble product displays and demonstration units
- Perform regular cleaning duties, including retail showroom maintenance and daily routine cleanliness

Warehouse Support

- Assist with order picking in the warehouse, as needed
- Help load customer purchases when required
- Support inventory management across the showroom and the warehouse
- Perform other duties as assigned by management

Qualifications

Required Skills & Attributes

- Strong technical knowledge of concrete products and applications (5+ years experience)
- Exceptional customer service orientation with the ability to build rapport
- Safety-conscious mindset and adherence to all safety protocols
- Excellent attention to detail in all aspects of work
- Strong computer skills and ability to learn new software systems
- Self-motivated with the ability to work independently
- Excellent verbal and written communication skills & strong comprehension of the English language
- Physical ability to lift up to 50 lbs. and stand for extended periods
- Valid driver's license with a clean driving record

Experience & Education

- Minimum 5 years of experience with concrete materials (on-site or in sales capacity)
- Previous customer service or retail experience
- High school diploma or equivalent
- Forklift certification (preferred but not required - willing to train the right candidate)

Work Environment & Physical Requirements

- Work is performed primarily indoors with occasional outdoor duties
- Requires standing for extended periods
- Regular lifting and moving of products up to 50 lbs.
- Operation of basic warehouse equipment

Dress Code

- Vieira Concrete Supplies approved uniform (provided)
- CSA-approved steel-toe shoes/boots (required)
- Durable, tight-fitting clothing to avoid catching in equipment

Hours & Benefits

- Full-time position
- Competitive hourly wage based on experience
- Comprehensive benefits package
- Employee discount on products
- Opportunity for growth and advancement
- Onsite Parking

To apply, please submit a PDF of your **resume and cover letter** detailing your concrete industry experience and customer service background to **brampton@vieiraconcrete.com** before May 16, 2025.