

Job Description

Title: Counter & Delivery Specialist I

Location: Beckley, WV

Weekly Scheduled Hours: 40

W.Va. Electric Supply Co. is a full-line electrical distributor, supplying the West Virginia, Kentucky, and Ohio region through nine locations. We serve the region with an inventory of over 20,000 products from over 160 manufacturers. Our customers include contractors, industrial facilities, personal consumers, and many others. We serve our customers by offering high-quality products, a comprehensive selection, and superior service. After 75 years in business, we look forward to continuing our tradition by hiring talented individuals guided by a spirit of innovation and professionalism. W. Va. Electric Supply Co. values the diversity of our customers, associates, and suppliers.

We offer very competitive benefits including: dynamic work environment, health insurance, 401(k), paid vacations/holidays, training and development, and discounted employee purchase programs for products from W. Va. Electric Supply Co. as well as other retailers. These features translate to exciting career opportunities with a talented team, dedicated to personal and professional growth.

Job Description Tasks:

- Answer customers' questions about products, prices, availability, and credit terms.
- Contact new and existing customers to discuss their needs.
- Emphasize product features based on customers' needs and technical knowledge of product capabilities and limitations.
- Select the correct products or assist customers in making product selections.
- Collaborate with colleagues to exchange information such as selling strategies and marketing information.
- Resolve customer complaints regarding sales and service.
- Enter orders into automated system and pick customer order tickets.
- Merchandise and stock product on displays and self-service areas.
- Deliver products to customers.
- Merchandise and stock product on displays and self-service areas.
- Keep warehouse and counter areas organized and presentable.
- Clean all areas of building (e.g. sweeping, dusting, emptying trash, etc.)
- Other tasks as assigned.

Skills & Abilities:

- Speaking — Talking to others to convey information effectively.
- Persuasion — Persuading others to change their minds or behavior.
- Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

- Service Orientation — Actively looking for ways to help people.
- Reading Comprehension — Understanding written sentences and paragraphs in work related documents.
- Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Oral Expression & Comprehension — The ability to effectively communicate and understand information and ideas presented through spoken words and sentences.
- Speech Clarity — The ability to speak clearly so others can understand you.

Work Environment:

- Climbing narrow ladders
- Must be at least 21 years of age, due to driving requirements
- Must be able to carry objects up to 50 lbs. on regular basis

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Additionally, this job description reflects management's assignment of essential functions. It does not prescribe or restrict the tasks that may be assigned.

W. Va. Electric Supply Co. is an EEO/Affirmative Action employer and does not discriminate based on race, religion, color, national origin, gender, sexual orientation, age, disability, veteran status, or any other protected category.