

Title: MA FL Masonry Distribution Representative

Department: Sales

Status: Part time to Full time

Reports to: Sales Manager

Work Location: Northville, MI or Orlando, FL

Pay Range: \$20 - 26/hour [location dependent]

Position Background

The Masonry Distribution Rep (MDR) supports the Masonry Accessories sales team with masonry product knowledge and customer service. The AMDR is responsible for managing contacts that come in on the general phone line and accommodating customers in the office. Extensive mentoring and training will be provided.

WHO WE ARE

Masonry Accessories, Inc. is a full service, family owned and operated masonry accessory supplier, serving contractors in Florida and the Southeast U.S. since 1998. We maintain an office and warehouse in Orlando, and also source accessories from a network of partners to serve customer project sites wherever they are needed. Our team has nearly 100 years of industry experience. Exceptional customer service sets us apart from our competition, allowing us to maintain and grow lasting relationships.

OUR GOAL

Our goal is to provide unmatched customer service and technical assistance, premium product lines, and a commitment to the industry we love. Where others promise, we deliver.

Job Duties & Responsibilities

General

- Promote a high level of customer service to all customers.
- Develop in-depth knowledge of products and installation/application methods.
- Understand customer and vendor pricing structure.
- Answer customer questions and resolve issues as they arise.
- Actively manage customer expectations regarding products, timelines, orders and delivery times.
- Follow standard operating procedures for creating delivery tickets and purchase orders.
- Resolve any purchase order or inventory issues with the Masonry Accessories team and the customer in a timely manner.
- Process sales and purchase orders.
- Visit job sites, customers and vendors.
- Actively answer calls, direct calls, take/forward messages and communicate with appropriate staff.
- Manage walk-in inquiries and greeting guests/customers with warm, helpful demeanor
- Be familiar with and follow all policies, procedures and guidelines as standardized by MA.

JOB DESCRIPTION

Masonry Distribution Representative

Warehouse Support

- Support warehouse inventory counts as needed [hire location dependent]

Communication and Outreach

- Support digital communication for our customers.
- Support/assist in creating and distribution of customer mailers.
- Assist in management of social media content – Facebook and LinkedIN to support MA social presence.

General

- Assist with basic sales administration
- Participate in company events and activities.
- Participate in program related training as needed or as determined necessary.
- Provide additional support to other MA staff as appropriate.
- Other duties as assigned.

Qualifications

Required

- Background or experience working in the masonry, general construction or engineering industry.
- Ability to work cross-functionally with all MA staff [both with Florida team and out of state]
- Ability to work under and comply with continuous and multiple deadlines and evolving priorities
- Manage multiple projects simultaneously.
- Skilled communicator, with good interpersonal, verbal and written skills as well as diligent attention to detail.
- Effective phone skills and excellent active listening skills.
- Ability to communicate, interact with, and treat all staff and clients with respect and kindness.
- Commitment to the company, attention to detail, highly efficient and conscientious about thorough follow-up.
- Able to handle confidential information and maintain high confidentiality.
- Proficiency with Microsoft Office and Google Suite products (Sage a bonus but will be trained extensively)
- Problem-solving abilities.
- Strong organization skills.
- Must be able to work independently and be managed remotely.
- Flexibility to take on new tasks as they come up.

Preferences

- Background in the masonry or industry related field
- Genuine desire to learn and grow in the company

Physical Requirements

JOB DESCRIPTION

Masonry Distribution Representative

Office work will include extended periods of time sitting while using a desktop computer. Some physical lifting is required (up to 30 lbs.). Outdoor work may involve walking on uneven ground and or in the warehouse. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Ability to speak, hear and listen in English required.

Work Environment

This position is primarily an in office position to start. Must be present in the Michigan based office a minimum of 4 days/week M-Th. 8 am – 5 pm [open to different hours - but should be set]. Small office staffed with up to 4 - 5 employees at any given time. Casual dress code, prefer MA branded (furnished by MA) clothing for in-office staff. Flexible hours are negotiable.

Nondiscrimination Policy

It is the policy of MA to provide equal employment and service opportunities to all eligible persons and to administer personnel policies and practices in accordance with all applicable laws.

We do not discriminate on the basis of race, ancestry, creed, religion, color, personal appearance, national origin, citizenship, age, sex, sexual orientation, marital status, parental status, family responsibilities, and the presence of any sensory, physical or mental disability, learning disability, matriculation, membership in any labor organization, lawful source of income, political affiliation, or political ideology.

Terms of Employment – At-Will Employment Status

All persons employed by MA, regardless of classification status, are employed on an “at-will” basis.

Application Instructions

All interested parties are invited to submit 1) a resume, 2) references, and 3) a letter indicating why you are interested in this position which describes experience and interest in the position. Please submit all three documents as one single PDF file, named as such: Your Full Name_MA_Masonry Distribution Rep_Application. Please indicate the location for which you are applying (Michigan or Florida).

Mail/e-mail to: Marie McCormick, Senior General Manager, marie@masonaccess.net. Deadline for submission: **Friday, August 30, 2024 11:59 p.m.** Early submissions will be evaluated on a rolling basis. No phone calls, please.

Job Type: Full-time

Pay: \$20 - \$26 per hour, grow into commission [pay range dependent on location]

Expected hours: up to full time

Benefits:

401(k)

Paid time off

Professional development assistance

Updated August 5, 2024