

Order Number:

NY1496306

Date Job Order Received:

04/11/2024

Number of Openings:

1

Company Name:

Sherwin Williams

Job Title:

Store Customer Service Specialist

Minimum Experience Required:

1 year

Job Description:

This position is essential to the success of our retail stores. Customer Service Specialists work closely with wholesale and retail customers to determine their needs, answer their questions about Sherwin-Williams products, and recommend the right solutions. Customer Service Specialists are also expected to promptly resolve any customer concerns and ensure maximum client satisfaction as well as stay up-to-date with product features and maintain the high quality and visual standards of the products and store. Customer Service Specialists are tasked with achieving excellent customer service, while consistently meeting the stores sales goals. The individual selected for this role will be expected to work at Store #5049, located at: 5815 number 4 Road, Lowville, NY 13367. What is the Process to get Started? Step 1 Online Application Find the role(s) that interest you on our Careers page: <https://jobsearch.sherwin.com/> Set aside 15 minutes to create your profile by entering or importing your details from one of our job board partners Step 2 Digital Interview Upon review of your application, qualified candidates will be invited to complete a digital video interview via HireVue, our interview partner. The interview will consist of a few behavioral based questions Youll be able to record and complete your video interview anytime, anywhere! While you can complete this video interview on your own schedule, we ask that this step be completed within 7 days of receiving an invitation Step 3 In-Store Interview Your video interview is reviewed by a member of our Recruitment team and our top candidates are invited to meet with our team in a store, specialty wholesale branch, floorcovering facility or delivery service terminal. Ensure high levels of customer satisfaction through excellent sales service Assist customers in person and over the phone by determining needs and presenting appropriate products and services Build productive trust relationships with wholesale and retail customers Process sales transactions accurately and consistent with policies and procedures Follow and achieve sales goals on a monthly, quarterly, and yearly basis Maintain precise work order files and formulas Pull appropriate products from the sales floor or warehouse Tint and mix products, as needed, to customer specifications Stock shelves and set up displays Clean store equipment Load/unload delivery trucks Assist in making deliveries, as needed Maintain in-stock and presentable condition assigned areas Remain knowledgeable on products offered and discuss available options Comply with inventory control procedures Suggest ways to improve sales

Minimum Requirements: Must be at least eighteen (18) years of age Must be legally authorized to work in the country of employment without needing sponsorship for employment work visa

status now or in the future Must be able, with or without reasonable accommodation, to retrieve material from shelves and floor stacks and lift and carry up to 50 lbs. frequently and up to 70 lbs. on occasion Must be willing to work all scheduled hours, which may include evenings and weekends, with or without reasonable accommodation

Job Location:

Lowville, New York

Pay:

\$17.00 Hourly

Benefits:

Health Insurance

Hours per Week:

Not specified.

Duration:

Full Time, Regular

Work Days:

Work days vary

Shift:

Not specified.

Public Transportation:

Information not provided.

Minimum Education Required:

GED

Driver Licenses, Including Endorsements:

Class D (Operator)

How to Apply:

To apply, contact the employer by telephone, or on-line:

Phone: Olmstead, Joshua (315) 376-6313

Web-site: <https://jobsearch.sherwin.com/>