

Order Number:

NY1559248

Date Job Order Received:

01/22/2026

Number of Openings:

1

Company Name:

Sherwin-Williams Company

Job Title:

Store Customer Service Specialist

Minimum Experience Required:

No experience requirement provided.

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 store's sales goals. Job duties involve contact with customers, which may include minors; and access to cash and other payment methods, electronic equipment, personal information, store merchandise and other items of value, and such access may be supervised or unsupervised. The Company therefore has determined that a review of criminal history is necessary to protect the business and its operations and reputation and is necessary to protect the safety of the Company's customers, staff, employees, vendors, contractors, and the general public. The individual selected for this role will be expected to work at Store #5049, located at: 5815 Number 4 Road, Lowville, NY 13367 and may be expected to work at stores within a 30 mile radius. This position is eligible for health benefits, such as prescription savings and virtual physician visits, retirement and saving benefits, and more. Additional benefits include a generous time away from work package, including vacation, holidays, and military leave, among other benefits. For more information about our benefits, visit <http://www.myswbenefits.com/> 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 have a valid, unrestricted Driver's License
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
If internal to Sherwin-Williams, you must have received at least a "meets expectations" (3) rating on your most recent performance appraisal
If internal to Sherwin-Williams, you must have completed all HR Cloud eLearning courses required for your current position
Preferred Qualifications: Have at least a High School diploma or GED
Have at least one (1) year experience working in a delivery, retail, or customer service position
Have previous work experience selling paint and paint related products
Have previous work experience operating tinting and mixing equipment
Ability to read, write, comprehend, and communicate in more than one language
Ability to read, write, comprehend, and communicate in Spanish Sherwi

Job Location:

LOWVILLE, New York 13367

Pay:

\$19.45 - \$19.45 Hourly

Benefits:

No benefits specified.

Hours per Week:

Not specified.

Duration:

Part Time, Regular

Work Days:

Not Specified

Shift

Not specified.

Public Transportation:

Not specified.

Minimum Education Required:

GED

Driver Licenses, Including Endorsements:

Not specified.

How to Apply:

To apply, contact the employer by: Internet

Web-site: <https://labor.eightfold.ai/careerhub/explore/jobs/844768658504029>

