

Window / Door Specialist

Job Description

PMC/ Randall Brothers Inc., has been and continues to serve the Metro Atlanta and surrounding communities with building materials and specialty items. We are currently expanding and are excited about a new location being developed in Atlanta. We are actively seeking to fill a Window & Millwork Specialist position as soon as possible.

Our ideal candidate welcomes the challenge of meeting the needs of a growing business. As a key member of our specialist team, you will help build strong relationships with customers and collaborate with cross-functional teammates internally to consistently deliver excellent customer experiences. Our ideal candidate is passionate about overcoming problems, finding solutions, and succeeding in improving relationships. Additionally, you should have relevant window, door and millwork experience, demonstrate organizational skills and provide high attention to detail.

Objectives of this Role

- Provide a high level of customer service while managing day-to-day relationships with current and future customers
- Responds to customer/salesperson questions and offers product advice
- Identify and address key concerns that may alter or impact on-time delivery
- Manage shipping schedule for on-time deliveries
- Communicate effectively with both internal employees and external manufacturers/suppliers to understand customer needs
- Represent our company, with a comprehensive understanding of our offerings
- Follows up on customer quotes, inquiries and resolving concerns, should they arise
- Conducts business professionally with a high degree of customer service

Daily and Monthly Responsibilities

- Utilize window/door software configurators to build-out quotes and purchase orders for packages accepted from multiple salespeople or sales coordinators
- Quotes products and materials based on the specifications and quantities provided and follows up as required. Makes clear in writing all quotations, special orders, and expiration dates
- Work directly with local and/or national manufacturers or suppliers' representatives
- Facilitate interaction and workflow between sales, coordinators, or manufacturers, to ensure deliverables are on time

- Follow up and assist in resolving warranty and quality issues

Required Skills and Qualifications

- 3+ years of experience in lumber/window and door sales/customer service environment
- Self-starter, friendly and outgoing personality with a positive attitude, and team player
- Exceptional verbal and written communication skills
- Moderate degree of analytical skill, reasoning ability, and critical thinking
- Comfortable working across multiple branches in a deadline-driven environment
- Active team player, self-starter, and multitasker who can quickly adjust priorities
- Ability to read and react to issues that arise in real time
- Ability to manage multiple tasks effectively and efficiently
- Basic computer skills and proficiency in Microsoft Office
- High school diploma or higher

Preferred Qualifications

- 3-5 years of experience in lumber/window and door sales/customer service environment

Physical Demands / Work Environment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Work environment characteristics are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to talk and hear through customer interactions
- The employee must occasionally lift and/or move up to 25 pounds
- Specific vision abilities required by this position include close vision of drawings, blueprints, and product specifications

Job Type

- Full-time

- 9-hour daytime shift

Benefits Offered

- Medical, dental and vision
- Long-term and short-term disability
- Life and AD&D insurance
- Matching 401K
- Vacation and personal time

Compensation

- Commensurate with experience

Applying for the Position

- Complete an employment application online and submit with resume to the email address: jobs@pmcbm.com, or send via postal mail to: PMC Building Materials, Attn: Human Resources, 2009 Dorsey Rd, Bldg-A, Marietta, GA 30066.
- Online link: https://pmcbmonline.com/job_openings.html