



## Counter Sales Job Description

**Job Position:** Counter Sales (one opening in Fort Lauderdale)

**Work Schedule:** We are open Monday thru Thursday 7:30 a.m. to 4:00 p.m. and Fridays 7:30 a.m. to 3:30 p.m., except holidays (schedule may vary)

**Purpose:** McKinsey Steel & Supply is seeking a full-time counter salesperson to be part of our team. We are looking for a results-driven Counter Salesperson to be responsible for the sales process from inception to the execution of the order. Candidates who work well with people tend to thrive in this position. Your responsibilities include taking orders, answering questions relating to the order, receiving payment, and executing the order. You should provide quick and efficient service, ensure maximum customer satisfaction, and resolve all queries professionally.

To be successful as a Counter Salesperson, you should provide excellent customer service, consistently maintain the image and vision of the organization, and achieve the sales goals of the Company. We offer on the job training to assist in maximizing your skills and opportunities. An outstanding Counter Salesperson should display a positive attitude focusing on customer satisfaction, maintain an orderly appearance, and possess excellent sales skills. There is competitive pay as well as a package of benefits. You can make a difference (based on your sales) to the Year-End Bonus (based on Company profits.) Counter salespeople report directly to the VP of Operations.

### Duties and Responsibilities:

- Entails over-the-counter sales of parts, services, and special orders for walk-in or call-in customers
- Help customers make selections by possessing excellent product and equipment knowledge, offering suggestions to inform and increase sales and build customer confidence
- Pricing, maintaining quotes, processing payments and filing of orders and invoices
- Take orders and provide assistance quickly to keep queues at a minimum
- Help with customer logistics
- Interact with company operations to meet customer expectations
- Ensure that each customer leaves the Company satisfied
- Ensure that special-order parts arrive, that they are the correct parts and that those who ordered them to know of their arrival

### Skills and Specifications:

- Able to work in a fast-paced, self-disciplined environment, managing his/her time and workflow
- Ability to receive customers, establish rapport, and determine and attend to customers' needs
- Able to multi-task the activities with shifting priorities while being adaptable
- Problem resolution and creative thinking skills, conflict management skills preferred
- Excellent numerical, and organizational skills (able to handle phone calls while inputting orders)
- Proficient level computer skills, familiar with Microsoft Office Suite (Excel, Word, Outlook)
- Exceptional verbal and written communication skills
- Preferably able to read structural drawings
- Ability to search part numbers or to use the computer and standard catalogs

**Education and Qualifications:**

- High School Diploma
- Have previous metal experience
- Knowledge and use of cash register
- Must have effective communication skills, Spanish a plus.
- MetalTrax software experience a plus

**Benefits**

- Competitive Pay
- Free Uniforms
- Medical Benefits
- Eight paid company holidays
- Paid Vacation
- Retirement plan (with company match)
- Year-End Bonus (based on company profits)

**Candidate Acknowledgement:**

I acknowledge that I have read the Job Description, and I understand the position. McKinsey Steel & Supply of Florida, Inc. reserves the right to change or reassign job duties or to combine positions at any time. I also understand that I will be an at-will employee, and this Job Description does not constitute a contract of employment. All offers of employment are contingent upon satisfactory results of a background check and pre-employment drug screen.

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*Candidate Signature*

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*Acknowledgement Date*

**Please acknowledge above and email to [employment@mckinseysteel.com](mailto:employment@mckinseysteel.com) along with resume and job application.**

**McKinsey Steel & Supply of Florida, Inc.**

**Vision:** Founded in 1983 by Joseph McKinsey, a metallurgist from Purdue University and U.S. Steel, we have grown from 3 men, a saw and a pickup truck to 26 employees, 3 buildings, 6 saws, 4 trucks (we ship from Vero Beach to Key West, from the Atlantic to Naples and Fort Meyers), a one-million-dollar inventory and much more. Most of our sales staff of 5 have been together for more than 15 years, gaining an in-depth knowledge of steel products and where to find them.

**Core Values:** *Integrity – Loyalty – Authenticity – Constant Improvement – Satisfying our customer’s needs*