

JOB DESCRIPTION			
JOB TITLE:	Building Materials Counter Sales	SUPERVISORY STATUS:	None
REPORTS TO:	General Manager	FLSA STATUS:	Non-Exempt
DATE:	January 31, 2025	CLASSIFICATION:	SEASONAL. Full Time. 5+/40+

GENERAL SUMMARY

Customer service representative in a fast-paced sales office. Processes orders from walk-in customers and over-the-phone and fax orders. Schedules deliveries, if needed. Provides service necessary to assume efficient and quality service to the customer.

SPECIFIC RESPONSIBILITIES (including but not limited to)

- Computer invoicing of sales orders for contractors and retail customers.
- Provides excellent quality service to customers.
- Use of calculators and cash register.
- Must be able to legibly write and organize notes.
- Knows and understands the uses of a wide variety of building materials.
- Communicates special orders and pricing requests with Purchasing Agent.
- Provides product specification for customers.
- Maintains clean and organized showroom.
- Advises direct supervisor of low inventory level and special products needed.
- Notifies direct supervisor of all customer complaints.
- Performs other tasks as assigned by the FBBM Manager.

REQUIREMENTS

- Knowledge of construction, products, and accessories is desirable.
- Provides a professional and positive attitude.
- Knowledge of computer invoicing is desirable.
- Possesses organizational skills and note taking.
- Possesses oral and written skills sufficient to deal with customers and fellow employees.
- Knowledge of calculators to provide multiple arithmetic operations.
- Operates a multi-line telephone system.
- Must have own transportation and valid Alaska Driver's license.
- Must be able to work overtime and weekends
- Able to work independently as well as with a team.

PHYSICAL DEMANDS (The following chart indicates the type, amount and frequency of physical effort typically required to perform the essential functions of the job acceptably; including the work positions in which the effort is applied. Physical effort refers to manual effort and the following identifies the normal amount of time performing the task.

Frequency Options:

O = Occasionally 1%-33% **F** = Frequently 34%-66% **C** = Continuously 67%-100% **N/A**=Not Applicable

LIFTING Raising an object from one level to another					CARRYING Transporting an object, usually holding in hands, arms or on the shoulder				
<1lb	1-5 lb	5-25 lb	25-60 lb	>60lb	<1lb	1-5 lb	5-25 lb	25-60 lb	>60lb
			F					F	

STRENGTH REQUIREMENTS – MAXIMUM SAFE LEVEL OF PERFORMANCE	Very Heavy >100 lbs	Heavy 100-51 lbs	Medium 50-21 lbs	Light 20-11 lbs	Sedentary 10-0 lbs
FLOOR TO WAIST—raising an object from floor to waist height (include upward pulling)			F		
WAIST TO EYE LEVEL—raising an object from waist to eye level height (include upward pulling)				F	
BILATERAL CARRYING—transporting an object, usually holding in hands or arms in front of body			F		
UNILATERAL CARRYING—transporting an object, usually holding in hands or arms on side of body			F		
PUSHING—exerting force upon an object so that the object moves away from the force			F		
PULLING—exerting force upon an object so that object moves toward the force (include jerking)			F		

Frequency (O, F, C, N/A)	PHYSICAL & ENVIRONMENTAL REQUIREMENTS	ADDITIONAL DETAILS
O	ARMS OVER HEAD – raising arms above head to lift or reach objects	
N/A	ATMOSPHERIC CONDITIONS – exposure to such conditions as fumes, noxious odors, dusts, mists, gases and poor ventilation that may otherwise affect the eyes, skin or respiratory	
N/A	BALANCING – maintaining body equilibrium when walking, standing, crouching or running on narrow, slippery or erratically moving surfaces	
O	BENT WRISTS – bending wrists in any direction to perform tasks	
N/A	CLIMBING – ascending or descending ladders, stairs, ramps, scaffolding, poles and the like, using feet & legs and/or hands and arms. Bodily agility is emphasized.	
N/A	CRAWLING – moving about on hands and knees or hands and feet	
O	CROUCHING: bending the body downward and forward by bending leg and spine	
N/A	EXTREME TEMPERATURES – exposure to cold or hot temperatures	
N/A	FEELING – perceiving attributes of objects such as size, shape, temperature or texture, by touching with skin, particularly that of fingertips	
F	FINGERING – picking, pinching or otherwise working primarily with fingers rather than with the whole hand or arm as in handling	Typing on computer
O	HANDLING – seizing, holding, grasping, turning or otherwise working with hand(s). Fingers involved only to extent that they are an extension of the hand	
F	HEAD MOVEMENT/ROTATION – moving head in any direction (up, down, side to side), requiring full use of neck and upper back muscles	
N/A	HEARING: Perceiving the nature of sounds with no less than a 40 db loss @ 500 Hz, 1,000 H and 2,000 HZ with or without correction. Ability to receive detailed info through oral communication and detect small differences in sounds, such as when making fine adjustments to machined parts	
N/A	HIGH, EXPOSED PLACES – exposure to falling	
N/A	KNEELING – bending legs at knees to come to rest on knee or knees	
F	NOISE LEVEL INTENSITY –Very Quiet (isolation booth), Quiet (library, private office), Moderate (business office), Loud (heavy equip operation), Very Loud (jack hammer operation)	Office noise
N/A	PROXIMITY TO MOVING PARTS – exposure to moving parts of equipment, tools or machinery.	
F	REACHING – ARM/ELBOW MOVEMENTS – extending hand(s) and arm(s) in any direction including bending at the elbow	
F	SITTING – remaining in a seated position	

O	SQUATTING – bending legs at knees to come to rest thighs on calves	
O	STANDING – remaining on feet in an upright position without moving about	Stand or sit at work station behind computer
N/A	STOOPING – Bending body downward and forward by bending spine at the waist. Important if occurs to a considerable degree and requires full use of lower extremities and back muscles.	
N/A	TOXIC, CAUSTIC CHEMICAL – exposure to toxic or caustic chemicals	
O	TRUNK ROTATION – STANDING OR SITTING – rotating torso	Both Sitting & Standing
N/A	VIBRATION – exposure to shaking object or surface	
C	VISION – Visual acuity, color vision, depth perception visual perception of detail at distances close to the eyes; data and figures, computer terminal; visual inspection involving small defects, small parts, operation/repair of machines; visual perception involving distances at or within arm's reach (mechanics, machine operations); Visual perception involving extended distances (such as required by equipment operators)	
N/A	WALKING - UNEVEN – moving body on foot on uneven surface (ground)	
O	WEATHER CONDITIONS – exposure to outside atmospheric conditions	May walk a customer to displays out front
N/A	WET/HUMID – contact with water or other liquids or exposure to humid conditions	

MENTAL DEMANDS

The following charts indicate the type of mental demands typically required to perform the essential functions of the job.)

APPLICABLE	MENTAL REQUIREMENT	ADDITIONAL DETAILS
<input checked="" type="checkbox"/>	Communication Skills: Written and Verbal	Need excellent verbal skills
<input checked="" type="checkbox"/>	Handling Conflict	Consult Manager
<input checked="" type="checkbox"/>	Handling Multiple Priorities	Multi-tasking needed
<input type="checkbox"/>	Make non-routine or unexpected judgments	
<input checked="" type="checkbox"/>	Math Skills: Basic or advanced	Basic
<input type="checkbox"/>	Operate in absence of clear expectations or procedures	
<input checked="" type="checkbox"/>	Operate under short time frames/deadlines	
<input checked="" type="checkbox"/>	Public Contact	Service walk-in customers
<input checked="" type="checkbox"/>	Reading Skills: Basic or technical	Good reading skills needed
<input type="checkbox"/>	Reasoning: Applying or developing procedure	
<input checked="" type="checkbox"/>	Other	Fast-paced environment at times.

NOTICE

Because of the nature of work, the person in this position may be expected to work any shift and at various locations based on company needs and the duties of the position may change at any time and may not be identified in this job description. The content of the job description is intended to describe the general nature and level of work being performed by employees assigned to this classification. It is not intended to be construed as a contract or an all-inclusive list of all responsibilities, duties, and/or skills and abilities required of all personnel so classified. Critical features of this job are described above, but they are subject to change due to reasonable accommodation or other reasons.

BENEFITS

- | | | |
|---------------------|------------------------|------------------------------|
| - Paid holidays | - Paid overtime | - Vision Insurance |
| - Medical insurance | - Dental insurance | - 401(k) Plan |
| - Bonus Plan* | - Profit Sharing Plan* | (*dependent on hours worked) |

FMI is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, protected veteran status or other legally protected status.

FMI is a drug free work place; passing a drug and alcohol test will be required prior to employment. Random drug testing during employment.

Please apply at:

Fairbanks Materials, Inc.

Scott Frarey, General Manager
 855 Old Richardson Hwy
 Fairbanks, AK 99701

Phone: (907) 459-4801
 Fax: (907) 459-4810
 E-Mail: Scott.Frarey@kniferiver.com
 Online: www.fairbanksmaterials.com

Job Description Acknowledgement – Building Materials Counter Sales

I have reviewed the job description and I understand all my job duties and responsibilities. I am able to perform the essential functions that include physical & environmental requirements as outlined in the above job description. I understand that my job may change on a temporary or regular basis according to the needs of my department without it being specifically included in the job description. If I have any questions about job duties not specified on this description, that I am asked to perform, I should discuss them with my immediate supervisor or the Human Resource Manager.

Employee's Signature

Date

Employee's Name (please print)

Human Resource/ Manager

Date