



JOB TITLE: Product Specialist

REPORTS TO: Product Manager

DEPT: Retail and Wholesale

Stonewood Products strives to provide top quality stone, lumber & flooring needs to a diverse base of customers, including, but not limited to: Homeowners, Contractors, Builders, Architects local business and other landscaping or home improvement professionals. Stonewood's mission is to provide top quality customer service. This is accomplished through a strong commitment to consistently provide the best customer experience and to hold our team members accountable for this overall experience.

#### POSITION SUMMARY:

Under the direction of the Product Manager, the Product Specialist executes administrative work supporting the purchasing, selling, delivery, RFP generation of the product line they support. The Product specialist is also the "subject matter expert" and inside consultant to sales staff relative to their product line. Responds to customer inquiries or requests for quotes that the Sales Associates are unable to complete entirely. Supports outside sales through database and delivery management as well as quote preparation. Coordinates and performs training to co-workers and customers on the proper use, installation and maintenance of the product. Executes and follows through on completion of PO's and related documentation. Regularly monitors stock levels and recommends additional stock to the Product Manager. Works closely with the Distribution Manager to coordinate shipping and receiving of product. Produces & maintains SKU's, barcodes, item descriptions and other required information using the computerized inventory system. Makes recommendations to address "stale" inventory. Resolve customer complaints. Manage inventory levels by ensuring that the proper ordering, receiving & pricing procedures are followed. Will provide retail sales backup as customer volume requires.

#### EDUCATIONAL EXPERIENCE:

- Associates or Bachelor Degree in retail, fashion or marketing strongly preferred.
- College degree in business, or a closely related field, may substitute for a portion of the required experience.

#### EXPERIENCE REQUIREMENTS:

- 1-2 years of experience in purchasing or supply chain management.
- 2-3 years of retail sales experience in a fast paced environment required.
- Working knowledge of at least one of: stone, lumber or flooring required. Landscaping or building industry experience very helpful.

#### KEY COMPETENCIES:

Ability to understand the operations related to retail sales including: marketing, customer service satisfaction, merchandising and store appearance.

Ability to read plans and provide material calculation estimates based on those plans.

Ability to work a flexible schedule, including weekends and/or holidays.

Excels in Customer Service: Creates customer-focused environment; provides excellent service; sees business through eyes of our customers.

Must be organized with attention to detail and proven follow-up skills. Should possess the ability to manage multiple priorities with demonstrated management skills to include; marketing, customer service satisfaction, coaching, training, recruiting, merchandising and consistent communication.

Ability to collaborate with Product Managers and Distribution Supervisor to meet customer product and deliver needs.

Ability to use computerized (POS) cash register and inventory system.

Strong customer acumen.

Ability to calculate mathematical conversions (linear feet to square feet) or the ability to use a program that will calculate product volume.

Ability to work in a high paced, dynamic environment. Must be able to multitask and assist multiple customers at one time.

Ability to obtain a strong working knowledge of product use and maintenance.

Demonstrates the ability to be: articulate, adaptable, patient, high energy, enthusiastic and customer service oriented.