

Job Title: Sales Assistant

Location: Norton, Massachusetts

Employment Type: Full-Time



Old Station Outdoor & Landscape Supply is a leading provider of high-quality outdoor and landscape supplies for commercial and residential customers. With a broad selection of products and a commitment to exceptional customer service, we have become a trusted name in the industry. We value our employees and encourage career development and enhancement within our growing company.

Job Summary

We are looking for a detail-oriented and organized Sales Assistant to support our sales team and contribute to the smooth operation of our business. This role emphasizes managing and organizing paperwork, ensuring adherence to company procedures, and providing exceptional support to both customers and the sales team. The ideal candidate will have strong organizational skills, a proactive mindset, and the ability to multitask effectively.

Key Responsibilities

- Process, update, and organize sales-related paperwork with attention to accuracy and timeliness.
- Ensure all procedures are followed correctly and correct mistakes when identified.
- Answer, screen, and forward phone calls, taking messages as necessary.
- Assist the sales team by processing orders and maintaining organized records.
- Support customers, when necessary, by answering questions, providing product information, or assisting with sales.
- Greet and entertain customers in the showroom as needed, ensuring a welcoming and professional environment.
- Respond promptly and professionally to customer inquiries or concerns.
- Foster a solution-oriented mindset and a commitment to exceeding customer expectations.
- Demonstrate a proactive approach to identifying and addressing potential issues.
- Exhibit a commitment to continuous learning and skill development, being receptive to feedback.
- Lead by example, embodying company values of integrity, quality, and excellence.

Qualifications

- Fluency in English and Portuguese is required; Spanish is highly encouraged.
- Strong organizational and time management skills.
- Ability to follow and enforce procedures consistently.
- Detail-oriented with the ability to identify and correct errors.
- Strong communication and interpersonal skills.
- Self-motivated and proactive, with a solution-focused mindset.
- Basic computer proficiency, including outlook and POS software.
- Ability to multitask and prioritize responsibilities in a fast-paced environment.

- Previous experience in an administrative, customer service, or sales support role is preferred but not required.

Work Schedule

- Monday through Friday: 7:00 AM – 5:00 PM
- Alternating Saturdays: 7:00 AM – 12:00 PM

What We Offer

- Competitive base pay with opportunities for overtime and commissions.
- 2 weeks paid vacation annually (not during blackout dates from April to October).
- 5 sick days annually.
- Paid holidays: New Year's Day, Labor Day, Independence Day, Memorial Day, Thanksgiving Day, and Christmas Day.
- Health insurance: 60% employer-paid.
- Simple IRA retirement plan: 3% employer match.
- Employee discounts on products and services.
- Comprehensive training on products and sales techniques.
- Career development and growth opportunities within the company.
- A supportive and collaborative team environment.

Disclaimer: The details outlined in this job description are intended to provide a general overview of the position. They are not exhaustive and may be subject to change based on the needs of the company.

To Apply: Submit your resume and a brief cover letter to melissa@oldstationsupply.com explaining your interest in the position and relevant experience.