UNIQUE
WOOD PRODUCTS

INSIDE SALES REPRESENTATIVE

Trade Order Desk Opportunity

CRAFTED IN-HOUSE · SERVICE-DRIVEN · TRADE-PROVEN

POSITION OVERVIEW

Unique Wood Products is hiring an Inside Sales Representative to drive the order desk at our NW Houston yard on Tanner Rd. You will be the voice of UWP for contractors, builders, and trim crews calling in — quoting orders, confirming species and profile, entering orders into our system, and taking payments. The work is fast, the customers are trade-savvy, and the difference between a good order desk and a great one is what brings them back.

Success in this position means orders entered right the first time, fast accurate quotes that close, and trade customers who ask for you by name.

ORDER ENTRY & CUSTOMER SERVICE

- ☑ Answer trade calls and serve walk-in customers at the front desk
- ☑ Take orders by phone, in person, and by email
- ☑ Confirm species, profile, grade, and count before the order is keyed
- ☑ Enter orders cleanly into our system — production and will-call rely on it
- ☑ Coordinate with production and will-call on timing and pickups

TRADE SALES & ACCOUNT SERVICE

- ☑ Quote orders and follow up on open quotes
- ☑ Recommend the right moulding, tread, or millwork for the job
- ☑ Build relationships with builder, GC, and trim-crew accounts
- ☑ Know your top customers by name and by job

PAYMENTS & ACCOUNT ADMIN

- ☑ Process customer payments at the desk and over the phone
- ☑ Send invoices and handle A/R follow-up where needed
- ☑ Resolve billing questions calmly and quickly
- ☑ Keep customer records, contacts, and notes current

IDEAL QUALIFICATIONS

- ☐ 1+ year inside sales, order entry, or customer service preferred
- ☐ Comfortable on the phone all day with trade customers
- ☐ Bilingual EN / ES strongly preferred
- ☐ Detail-oriented — species, profile, grade, count all matter
- ☐ Comfortable with order-entry software (we will train on ours)
- ☐ Stair parts / moulding / millwork familiarity a plus
- ☑ Orders entered right the first time
- ☑ Fast, accurate quotes that close
- ☑ Trade customers who ask for you by name
- ☑ Clean handoffs to production and will-call
- ☑ On-time payments, prompt A/R follow-up
- ☑ Repeat trade business and growing accounts

HOW TO APPLY
uniquewoodproducts.com/careers

WALK-IN
9915 Tanner Road, Houston TX 77041