Job Description	
Position Title	Purchasing & Customer Service Representative
Reports To	General Manager Madison
Date	11/13/2025

Job Summary: The Purchasing & Customer Service Representative is responsible for managing the procurement process for materials and supplies necessary for ongoing construction projects. This role involves working with Lead Estimator/Project Managers and placing orders, matching orders with invoices, verifying and updating costs and sales, ensuring timely and accurate delivery of goods to support project timelines. The ideal candidate will be detail-oriented, highly organized, & have experience in procurement or order entry in a fast-paced environment.

Key Responsibilities

Order Management:

- Process and enter sales orders accurately into Business Central (BC) from data provided by Project Managers on Smartsheet and confirm the correct margins are being applied.
- Process and enter purchase orders accurately into BC and verify vendors order confirmations are correct.
- Create purchase order for shipping freight related to purchase orders and verify pricing.
- Ensure that materials are ordered in a timely manner to meet project deadlines.
- Verify and confirm delivery schedules with vendors to prevent project delays.

Collaboration with Team members:

- Communicate with Lead Estimator, Project Managers and Accounting to determine material needs, procurement timelines, billing, accounting, and overall job consistency.
- Help PM and other employees with alternate projects that could use extra help.
- Adapt to different project workloads as necessary for expanding services.
- Office administrative tasks, greet visitors, answer main phone line, manage office supplies and file as needed.

Continuous Improvement

- Proactively identify and present ideas to improve team performance and customer satisfaction.
- Be accountable and follow through on all projects assigned by management.
- Other duties as requested and assigned.

Qualifications, Skills & Personal Attributes

- Strong organizational skills and attention to detail.
- Excellent communication and negotiation skills.
- Proficient in Microsoft Office Suite (Excel, Word, Outlook, TEAMS, OneDrive).
- Ability to manage multiple priorities and deadlines in a fast-paced environment.
- Strong problem-solving abilities and abilities to manage challenges proactively.
- The ability to work independently as well as in a team environment.
- High level of integrity and professionalism.

Physical and Mental Demands

- Frequently required to sit, talk, hear, and use hands. Occasionally lift to ten pounds. Specific vision abilities required include close vision and the ability to adjust focus. Cognitive thinking, effective communication skills, and the ability to multitask are essential.

Working Environment

- Work is performed in a dynamic office environment with moderate noise levels.