



Customer Service Supervisor

Company: Northern Group of Companies

(Northern Caulking, The Caulking Store, Titanium Workforce Solutions, Phoenix Caulking)

Location: Mississauga, Ontario, Canada

Employment Type: Full-Time (up to 44 hrs per week)

Reports To: Director of Operations

Position Summary

At The Caulking Store, we pride ourselves on being a trusted partner to the trades, delivering quality products, reliable service and expert support. We are seeking a motivated, customer focused Customer Service Representative to join our team, supporting counter sales, managing orders and shipments and ensuring smooth communication between our customers, suppliers and our operations team.

Key Responsibilities

- Greet and assist trade customers at The Caulking Store in a professional and friendly manner, providing knowledgeable support on caulking products, tools, and application solutions.
- Process sales transactions accurately using the Point-of Sale (POS) system or Inventory Management System, including cash, debit, credit or account transactions.
- Coordinate incoming and outgoing shipments with the warehouse team, ensuring accurate order fulfillment, proper documentation and managing delivery schedules.
- Ensure all retail shelves are kept fully stocked, clearly labeled, and accurately priced.
- Communicate with suppliers and internal departments to confirm product availability and lead times while helping maintain optimal inventory levels.
- Support a clean, safe, and organized counter and store environment.
- Contribute to a positive team atmosphere and represent the company's professional image with all customers and partners
- Maintain accurate product inventory and inventory records and assist with stock counts
- Prepare quotes, invoices, and purchase orders as required.
- Place and track orders with suppliers to ensure timely fulfillment.



- Contribute to the continuous improvement of store process and procedures with excellent written and verbal communication skills

Qualifications & Skills

- Strong organizational and time management skills.
- Excellent attention to details.
- Friendly, enthusiastic, and professional attitude with a strong focus on customer satisfaction.
- Strong communication and interpersonal skills with the ability to build and maintain positive working relationships.
- Ability to multi-task and manage competing priorities in a fast-paced trade environment.
- Experience with Point-of Sale (POS) systems, cash handling and management and inventory systems preferred with ability to learn new systems quickly.
- Knowledge of caulking, sealants, construction materials and tools is considered an asset.

Education & Experience

- High School Diploma or equivalent.
- Additional certification in sales, customer service, or construction materials is an asset but not mandatory.
- 1–3 years of experience in retail, customer service, or trade supply sales preferred.
- Experience dealing with contractors, suppliers, or trade customers is a plus.

Working Conditions

- Full-time Schedule: Current Store Hours:
Monday to Friday: 7:00 AM–6:00 PM
Saturday: 9:00AM -2:00PM
- Location: On-site
- Some exposure to warehouse environment (dust, noise, variable temperatures).
- Physically able to lift and handle materials as required for orders and shipments.

Compensation & Benefits

- **Wage Range:** \$25.00 CAD Hourly (commensurate with experience)
- Vacation pays and public holidays in accordance with Ontario Employment Standards
- Health benefits, RRSP matching and performance-based bonuses.
- Training and growth opportunities



How to Apply

Please submit your resume to HR@thecaulkingstore.com. While we thank all applicants for their interest, only those selected for an interview will be contacted.

The Caulking Store is an equal opportunity employer. We are committed to fostering an inclusive and supportive work environment. This position is governed by the Ontario Employment Standards Act, 2000, and all applicable provincial legislation. Employment classification, hours of work, overtime, vacation, and statutory entitlements will be provided in accordance with Ontario law. In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), accommodations are available upon request throughout the recruitment and selection process.

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