

FRONT DESK ASSOCIATE

COMPANY OVERVIEW

Sunset Stone, LLC. is a leading manufacturer of concrete products based in Castle Rock, CO. As a leader in the industry, Sunset Stone specializes in providing high-quality, lightweight stone veneers for residential and commercial projects throughout the United States.

POSITION

We are seeking a friendly and organized individual to join our team as a Front Desk Associate, reporting to the Customer Service Manager. This is a full-time position based onsite in our office in Castle Rock, Colorado. As the first point of contact for our company, the ideal candidate will possess excellent communication skills, a professional demeanor, and the ability to multitask efficiently. The Front Desk Associate plays a crucial role in creating a positive and welcoming environment for clients, visitors, and staff.

WHO YOU ARE

- Highly self-motivated individual with a driven mentality, strong attention to detail, time management and excellent organization and communication skills.
- Quick learner with a customer service background and knowledge of construction industry.
- A friendly demeanor able to flex to many different client and employee personalities.

KEY RESPONSIBILITIES

- Respond promptly and professionally to customer inquiries and requests via both telephone and email channels. Provide exceptional service to ensure customer satisfaction.
- Greet and welcome visitors with a warm and friendly attitude and assist clients in the showroom.
- Prepare accurate quotes and orders that align with client needs and company standards.
- Manage customer accounts by processing orders, monitoring progress, and maintaining clear, proactive communication.
- Collaborate with sales, operations, and production teams to ensure timely and accurate fulfillment.
- Maintain showroom presentation, keeping displays, samples, and materials organized and client-ready.
- Build and maintain strong client relationships to encourage repeat business and referrals.
- Develop an in-depth understanding of our product line, being able to confidently address customer inquiries and provide accurate information about our offerings.
- Skillfully acknowledge and address customer complaints and special requests.
Escalate complex issues to the appropriate department or individual for swift resolution.

QUALIFICATIONS

- High school diploma required
- 1 year of receptionist or equivalent experience
- Strong communication and interpersonal skills with a client-first mindset.
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook); CRM knowledge is a plus.
- Strong organizational skills and attention to detail.
- Ability to work both independently and collaboratively in a fast-paced environment.

PHYSICAL/WORK ENVIRONMENT REQUIREMENTS

- Sitting for extended periods of time
- All-day use of computer
- The ability to lift up to 25 lbs
- Movement throughout office, showroom and plant spaces, helping customers

COMPENSATION & BENEFITS

- The salary range for this position is \$22.00–\$24.00/hr, depending on experience and qualifications
- Health, Dental, Vision Insurance
- Paid Time Off, Sick Time & Holiday Time

COMPANY CULTURE

We are a dynamic and growing company, committed to providing exceptional service to our customers. We value integrity, teamwork, and a positive attitude. We offer opportunities for professional growth and advancement, and a supportive, collaborative team environment. Join our team and become part of a company where your contributions are recognized and rewarded.

To apply, please send your resume and cover letter to:

Kellie Lambert, *SHRM-CP*

HR Manager

klambert@sunsetstone.net



Sunset Stone is an Equal Opportunity Employer and is committed to a diverse workforce. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, gender identity, sexual orientation, national origin, disability status, or any other characteristic protected by law.

Sunset Stone is an Equal Opportunity Employer and prohibits discrimination and harassment of any kind, including based on race, color, sex, gender identity, sexual orientation, disability, age, national origin, or any other status protected by law.

If you have a disability and require accommodation during the application or interview process, please let us know.

Colorado's minimum wage is \$14.81 per hour. For jobs that are subject to the minimum wage law, wages will be discussed during the interview process.

Applicants must be authorized to work in the United States without sponsorship.

Employment with Sunset Stone is at-will, which means that either the employee or the employer can terminate the employment relationship at any time, with or without notice, and for any reason not prohibited by law.

Candidates may be required to undergo a background check as part of the hiring process.

By submitting your application, you consent to Sunset Stone collecting, storing, and processing your personal data as part of the recruitment process. We respect your privacy and will handle your information in accordance with applicable privacy laws.

In accordance with company policy, Sunset Stone is a drug- and alcohol-free workplace.