

Job Title:	Retail/Builder Sales	Hours:	Monday - Friday 9:30am – 5:30pm (Varies by Business needs)
Location:	Hudsonville/Ada	Travel Required:	Minimal
Status:	Guarantee/Commissions	Reports To:	Sales Manager
Position Type:	Full-Time	Revised:	December 2021

Applications Accepted By:

E-MAIL: XXXX@DEGRAAFINTERIORS.COM

Job Description

Position Summary:

The Retail/Builder Sales role requires interacting, assisting, and determining customers’ individual needs by recommending design ideas and products that will meet customer preferences, purpose, function, and budget.

Principal Duties and Responsibilities:

- Greet and work with customers on the sales floor; determining their wants and needs.
- Assist customers with product choices, explaining features and benefits of products.
- Help customers with their choices through decorating and design advice and recommendations.
- Keep up to date on the different selection of products offered along with the benefits and warranties provided by each. Meet with product vendors to learn about product.
- Ability to understand and implement basic RFMS software.
- Ability to understand and implement basic RFMS Measure software.
- Provide exceptional customer service to customers.
- Establish and maintain relationships with customers and vendors.
- Process quotes, write sales orders and other applicable documentation for orders.
- Ensure all order document paperwork requirements are attached to the paperclip.
- Work through, track and following up on jobs through completion.
- Execute sales strategies.
- Ability to manage several concurrent projects.
- Follow up in a timely and professional manner on all customer requests or concerns.
- Provide follow up support with customers in a timely manner.
- Maintain showroom by keeping samples and displays organized, current, and clean.
- Problem solve and look for new ways of doing things.
- Maintain current updated open order reports when sent
- Confirm final balance has been paid or is complete in a timely manner (builder)
- Arrive to showroom 30 Minutes prior to store opening
- Ability to schedule measures for clients with accurate information in field measure calendar
- Network regularly including branding the Company and yourself
- Maintain the stability and reputation for the Company by complying with company policies and procedures
- Participate in educational opportunities as needed to refresh, update and enhance skills and knowledge that pertain to job responsibilities, company operations, customer interests and industry outlook. This may include workshops, webinars, learning sessions, reading materials, classroom study, etc.
- Always be in communication with the rest of your sales team regarding your time in and out of the store.
- Perform additional responsibilities as requested and required.

Education, Certification, and/or Training Requirements:

- Associates or bachelor's degree in interior design preferred but not required.
- Sales and customer service experience.
- Knowledge of flooring industry preferred.

Other Required Skills and Abilities:

- Exceptional interpersonal, communication and organizational skills.
- Attention to accuracy, detail, and completeness.
- Must be driven, self-directed, resourceful, and work with minimal supervision.
- Professionalism, to include dependability, accountability, and punctuality.
- Time management skills to meet deadlines and deliverable.
- Must have open and flexible work availability to include Saturdays.
- Work with RFMS software.
- Experience with Microsoft Office and RFMS measure and other modules.
- Creative talent, and eye for design.

Working Environment:

- Work will be conducted in a retail store environment.

This is not necessarily an all-inclusive list of all responsibilities, skills, duties, requirements, effort or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job, or to require that other, or different tasks be performed when circumstances change and/or business and organizational needs necessitate.