

I. Position Title: Retail Sales

II. Summary Statement of Overall Purpose/Goal of Position:

The Sales position is a full-time position. This position reports directly to the **Store Manager** with the responsibility to achieve specified sales and margin goals by providing the highest level of customer service through continued product knowledge attainment, refinement of sales techniques while adhering to company policies and procedures.

III. Essential Duties/Responsibilities:

- Assist customers/clients in selection process.
- Enter and process all paperwork.
- Achieve sales and margin goals monthly and annually.
- Develop and maintain sales materials and keep current on product and industry knowledge.
- Insure that the showroom and personal workspace is maintained in a neat, clean and orderly manner.
- Adhere to company policies and procedures regarding the internal order entry paperwork processes and credit department requirements.
- Maintain contact with the customer/client throughout the sales/installation process to insure maximum customer/client satisfaction.
- Handle all customer/client service situations with urgency and communicate as needed with showroom manager and service/installation department.
- Develop customer/client relationships.
- Participate in marketing events such as seminars, tradeshow and builder meetings as required.
- Other duties as assigned.

IV. Qualifications:

Skill Requirements and Abilities:

- Ability to develop and deliver sales presentations.
- Ability to lift 50lbs or more.
- Ability to create, compose and edit written materials.
- Local travel to current and potential customers/clients.
- Possession of a valid driver's license and an acceptable driving record.
- Ability and willingness to work a flexible schedule as required.
- Proficient in computer spreadsheet programs, e-mail, Word programs and learn company computer system.

V: Personal Attributes Required:

- Essential reading, writing and math skills.
- Excellent telephone, problem solving follow up and attention to detail/accuracy skills.
- Customer/client contact requires maintaining a strong professional appearance.
- Strong interpersonal and communication skills.
- Project a positive image to the public.
- Establish an effective working relationship with employees in other departments.
- Ability to organize, prioritize, multi-task and work well under pressure.
- Work independently with little supervision.

VI: Essential Physical/Mental Requirements:

- This job operates in an office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Please Note: The above statements are intended to describe the general nature and level of work being performed. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. This person may be required to perform duties outside of his or her normal responsibilities as needed.