



Part-Time Design Consultant/Business Development

Job Description

Summary Description:

The ideal candidate must be able to divide his or her work time between the showroom floor, prospecting for new clients, marketing/business development, networking within the community as well as performing all necessary administrative tasks. It is expected that the individual be a self-starter, pro-active, personally well organized, a team player and willing to create new business and be an integral part of the company's growth and success. The ideal candidate should be comfortable performing a variety of duties that contribute to the efficient, safe, and profitable operation of the Company.

Schedule:

Monday - Friday, 2-3 days per week*

**Scheduling flexibility is necessary; some evenings and weekends may be required from time to time.*

How to Apply:

If you meet the following criteria and are excited about a career with Floorology, please submit your Cover Letter and Resume to Angela Bartels at angela@floorology.com.

Although not an all-inclusive list, the following are the essential duties and expectations for this position:

- Represent Floorology as a local flooring and tile expert and Design professional within the residential, commercial, custom builder and design communities
- Sell flooring, tile & countertops as well as other home decorating items
- Keep up-to-date on the wide selection of products & services we have to offer along with the benefits and warranties provided by each
- Provide outstanding customer service
- Perform all stages of the sales cycle, including , but not limited to:
 - Meet and greet showroom visitors while gaining a better understanding about their needs, consulting with them on the best solution given their ideas, lifestyle, needs and budget

- o Assess the project requirements and measurements by scheduling appointments and going on in-home measures
- o Designing projects utilizing hand-sketching and 3D visualization software
- o Prepare project estimates per job requirements and customer selections
- o Visiting customer's homes or workplace to measure and provide product and design advice
- o Receive payment or obtain credit authorization
- o Place orders with flooring manufacturers as needed
- o Coordinate with Installation Manager to schedule flooring installations and ensure customers and install teams are install-ready
- o Communicate with internal teams and customers throughout the sales and installation process, maintaining accurate records through to project completion and close
- o Provide guidance to ensure each job is done right and every customer is thrilled with their experience
- o Serve as the project coordinator for jobs acquired from start to finish
- Building client relationships
- Networking regularly and prospecting for new business
- Collaborate, cooperate and work effectively with other employees
- Executing sales strategies
- Following up in a timely and professional manner with customers on all requests or concerns
- Maintain showroom by keeping all areas neat, current, and clean
- Provide guidance and information as needed
- Follow up with customers to ensure they are informed about any specials and have what they need to make a decision
- Stay abreast of industry trends and best practices
- Handle incoming calls and emails
- All other duties assigned

The skills and abilities we're seeking include:

- A passion for, or experience with, decorating or design
- Must be willing and able to attend some off site training
- Must have access to reliable transportation in order to get to work, and to visit customers' homes or businesses
- Scheduling flexibility; some evenings and weekends may be required from time to time.
- Must have strong knowledge of Microsoft Office programs and be willing to learn our operating system
- Retail sales experience is a plus, but not required
- Excellent oral and written communication skills
- Professionalism, to include dependability, accountability, and punctuality
- Self-motivated and internally driven to excel in your position and career
- Time management skills for juggling multiple (and sometimes competing) deadlines and deliverables
- You thrive on helping people with their flooring design selections and project challenges and are passionate about helping people.

- You are passionate about interior design/decorating and are a natural with color and design and relish the idea of designing rooms that will be unforgettable to your clients.
- You are a “go-getter” that is known for taking the initiative and doing what needs to get done without being asked
- You’re a team player, but can be relied upon to work independently with very little direction
- You are a Customer Service Champion and are known as the Sales Rainmaker in certain circles
- You’re not afraid of math - you eat flooring design drawings and layouts with special measurements and project needs for lunch
- You are known for doing what it takes to get the job done right the first time, and are a strong believer in there’s a process for that
- You know that things can and will go wrong in flooring design / construction projects, but are calm and quick on your feet to solve, always three steps ahead of everyone else
- You aren’t afraid to learn new things, especially when it comes to new flooring innovations and design trends, and are anxious to learn more to further your flooring knowledge
- You thrive on your perfect customer review scores everywhere it counts, including the Better Business Bureau, Yelp, Angie’s List, Google Reviews, CitySearch, and are true believer in that referrals are the best compliment ever
- You geek out on the idea of using one of the most sophisticated 3D rendering software systems in the construction industry, because technology is your friend
- You enjoy a family-owned and operated work environment and have a strong background in proving you are a team player.
- You want to live a well-rounded life and enjoy making plans in the evenings, on Sundays and during major U.S. holidays. You look forward to taking off the week of Christmas and having long Thanksgiving holidays and more, because even though you work in retail, the showroom is closed
- You’ve always seen yourself earning a healthy income while doing what you love

Education and/or Experience:

Must have a high school diploma or general education degree (GED); and one to three years related experience and/or training. An Interior Design degree is preferred, but not required.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand, sit, walk, and talk or hear. The employee is required to use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. Adheres to safe lifting techniques, follows proper training for learned job hazards and ergonomic risk factors, participates in departmental stretching program, and overall maintains a safe working environment.

Language Skills:

Requires skills to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Need to be able to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization. Demonstrate the ability to communicate in English, both verbally and in written format.

Mathematical Skills:

Mathematical aptitude to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Also requires skills to compute rate, ratio, and percentage and the ability to draw and interpret bar graphs.

Reasoning Ability:

Must be able to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Need to be able to deal with problems involving several concrete variables in standardized situations.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate. Design Consultants conduct house calls for design consultations; therefore, reliable transportation is required. The location of this position may vary as business needs change.

Other:**SUPPORT COMPANY STANDARDS:**

Meet agreed upon sales goals on a month to month basis. Consistently demonstrate selling skills using the company's structured selling method. Sales accuracy i.e., Writing invoice, Special orders, Discounting, Delivery Charges, etc. **SELLING BEHAVIORS:** Deal with all customers in a friendly and professional manner. Maintain a well-groomed professional appearance. Communicate effectively with customers verbally and written. Greet all customers within the showroom. Determine customer's needs using proper inquiries. Present and demonstrates product in a professional manner. Guide customers to related add-on sales. Quote accurate prices and credit terms. Estimate delivery dates to customer, based on knowledge of firm's own production and delivery schedules. Lead customers into making buying decisions. Competently provide answers regarding products to customer. Recognize and overcome customer objections. Compile list of prospective customers for future use as sales leads, based on information from previous contacts. Call regular and prospective customers on a daily basis for the purpose of generating sales. Send thank you letters to all regular and prospective customers. Provide customers with after sale service.

SUPPORT A POSITIVE WORK CLIMATE:

Support management and peers, comply with policies and procedures, embrace change, demonstrate a positive mental attitude, promote positive morale, train and assist others when needed, willingness to adjust scheduled hours to meet store needs, performs non-selling activities, including, but not limited to: 1. Price product for promotional events 2. Regular maintenance of price cards 3. Light dusting 4. Vacuuming 5. Maintain all areas of the showroom including personal workspace, all areas of customer contact including, traffic isles, closing stations, kids play area, front area, bathrooms, and all point of purchase displays.

EMBRACE TRAINING, EDUCATION AND DEVELOPMENT:

Support all training endeavors, complete all training lessons on a timely manner as directed by manager(s), attend and participate in all training and sales meetings, as scheduled, recognize opportunity for self-improvement, responsible for staying informed on all new and existing product lines, responsible for staying informed of competitor information. Mentor and coach peers as needed, communicate new procedures and expectations to peers, learn changes/new skills, secret shops will be conducted to ensure selling skills are demonstrated according to company structured selling methods.

MEASURING YOUR SUCCESS:

Make daily evaluations and improvements to sales performance, work with manager(s) to improve performance, submit accurate sales reports as directed by manager(s), in a timely organized manner. Keep organized records.

FEEDBACK:

Provide feedback to management and peers, help conduct new staff interviews, conduct self-performance appraisals, conduct sales meeting as directed by manager(s).

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.