

SHOWROOM SALES REPRESENTATIVE

SUMMARY

Accountable for the customer experience in the Mentor Lumber showroom. Responsible for key aspects of showroom operations including but not limited to waiting on customers, merchandising, estimating, inventory management and sales management.

ESSENTIAL JOB FUNCTIONS *include the following. Other duties may be assigned.*

- * Meet or exceed projected sales budget for the area.
- * Maintain an understanding of the following products carried by Mentor Lumber: decking, railings, locksets, interior and exterior doors, windows, skylights, siding, lumber, and millwork.
- * Provide customer service in accordance with the standards set forth by Mentor Lumber. Greet each customer in a friendly and professional manner.
- * Work with customers to review and understand their project needs and desires.
- * Build customer confidence by demonstrating and explaining merchandise suitable for the customer's needs.
- * Offer practical options and suggestions to aid the customer in achieving the desired aesthetic within their home or business.
- * Answer customers' questions about merchandise.
- * Assist customers with decisions by providing different package options available to complete their purchase.
- * Follow-up on customer leads to increase conversion from potential customers to satisfied customers.
- * Generate and manage price quotes, product availability, material returns, billing corrections, and cancellations as needed.
- * Follow up on delivery of overdue PO's and review open orders.
- * Promptly and professionally responds to customer complaints to provide ultimate customer service
- * Support the visual standards of the showroom including merchandising, promotional materials, and cleaning as needed.
- * Maintain customer and vendor relationships through consistent and reliable communication.
- * Participates in special events and consumer clinics.
- * Assists with the training and orientation of new team members.
- * Maintain positive relations with co-workers, customers, vendors, etc.

BENEFITS INCLUDE:

- * Competitive wages
- * Paid holidays
- * Paid time-off
- * Medical, dental, vision
- * Life Insurance and STD
- * 401k, Employer Match and Profit sharing
- * Employee discounts