

Job Title: Flooring Sales Assistant

Reports To: Operations Manager

Job Responsibilities:

We are looking for a detail-oriented, hard-working, energetic and personable individual to help our sales team stay organized and serve more customers. This individual will help our sales people be more productive by screening phone calls, handling research, typing up and revising estimates, customer follow-up and backup showroom support to smooth the path to the sale and a highly satisfied customer. This is an excellent opportunity to learn from experienced sales people and progress towards sales and/or administrative roles. As part of a family-owned flooring business, you will be expected to help when needed with many aspects of our business, including showroom, warehouse, and office. The more you learn about how every part of our business works the more success you will have.

Specific Duties:

- Answer and direct phone calls efficiently and personably
- Qualify email, phone and internet leads, direct questions to a project manager, and schedule measure appointments.
- Provide overflow showroom support when needed (help customers with product selection, scheduling measures, ordering samples, explaining pricing etc.)
- Figure product quantities using customer drawings, blueprints, etc.
- Assist estimators with typing up estimates, researching and answering customer questions, following up on estimates and managing estimate revisions.
- Assist with management of on-going relationships with long-term repeat customers.
- Assist with other sales-related and administrative work as needed.

Qualifications:

- Strong interest in learning about and growing in the flooring business
- Experience with answering a high volume of phone calls
- Customer service and administrative experience
- Ability to maintain a quality and service-oriented attitude
- Extremely well-organized and detail oriented
- Conscientious and results-oriented
- Good basic math skills
- Excellent computer skills. Ability to learn new computer systems and processes.
- Positive attitude, hard-working and reliable
- Team player that does whatever is needed to help the team
- Ability to juggle multiple demands and responsibilities
- Ability to communicate and collaborate effectively with co-workers
- Existing knowledge of flooring products and services is a huge PLUS
- Interest in home décor and design is a PLUS