

## FLOORING & BLINDS SALES SPECIALIST

**DEPARTMENT:** Flooring & Blinds  
**SUPERVISOR TITLE:** Store Manager  
**LOCATION:** Peterborough

### **JOB DESCRIPTION:**

The Flooring & Blinds Sales Specialist is responsible for providing excellent customer service and assisting clients with their flooring and blinds needs. This involves working in the showroom, meeting with clients, providing product and installation quotes, and ensuring that all client transactions are completed knowledgeably and accurately.

### **DUTIES / RESPONSIBILITIES:**

#### *Design:*

- Meet with prospective clients in the showroom or their homes for consultations to assess their needs, provide information on product features, options and samples, etc.
- Perform site visits to obtain precise measurements and spatial details.
- Provide quotes for flooring and blinds projects and recommend product options; effectively facilitate the sale of projects and prepare documentation.
- Operate the store's sales software to create invoices and sales orders.
- Place orders with suppliers/manufacturers for the project and stay updated on the timelines.
- Liaise and coordinate with suppliers, manufacturers, installation teams, etc. throughout the project and oversee project through to completion.
- Schedule site visits to monitor progress of project.
- Maintain professional relationships with clients throughout the design process.

#### *Customer Service:*

- Ensure clients are greeted promptly as they enter your showroom.
- Determine clients' needs by asking open-ended questions.
- Communicate product knowledge to the client as appropriate or locate an Associate with product knowledge to assist.
- Assist clients in locating and comparing merchandise.
- Assist clients with finding all items needed to complete their project.
- Record repeat client requests for product and follow-up when product arrives at the showroom.
- Resolve client complaints.
- Use computer to track/find products for client as required.

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*Merchandising:*

- Operate in conjunction with product reps and manufacturers and acquire up to date store displays.
- Process special orders for non-stock or out of stock items.
- Housekeeping of showroom, keep displays, product, etc. clean and dusted.

*General:*

- Perform day-to-day administrative tasks such as maintaining client files and processing paperwork.
- Maintain a high level of confidentiality when handling client information.
- Follow procedures and maintain standards according to Chemong Home Hardware Building Centre policy.
- Keep stock in storage area neat, clean, and orderly.
- Attending store meetings, training sessions, etc. as required.
- Work on additional duties, special projects and assignments as assigned by the Store Manager or General Manager.
- Work in a safe manner in accordance with provincial and federal safety legislation, as well as use of good common sense. Report any potential hazards and unsafe behavior to management in order to have the situation corrected.

**QUALIFICATIONS & EXPERIENCE:**

- Must have at least 2+ years of experience in retail flooring and blinds sales.
- Valid G driver's license and own vehicle is required.
- Ability to interpret specifications and drawings.
- Ability to work a flexible schedule including weekends, evenings and holidays.
- Excellent time management and organizational skills.
- Excellent customer service skills.
- Ability to work well in a fast-paced environment, work well under stressful situations and with tight deadlines.
- Comfortable working with computers.
- Willingness to learn.
- Excellent communication skills.
- Ability to work independently as well as in a team environment.
- Excellent decision-making ability and problem-solving skills.
- Willingness to continually develop professional skills and knowledge base.

**WORKING ENVIRONMENT & PHYSICAL REQUIREMENTS:**

- Reports directly to the Store Manager.
- Standing/walking for 8+ hours.

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- Lifting and/or carrying of merchandise items, as required, on a regular, frequent and unassisted basis. Merchandise items may vary in weight up to 50 lb.
- Lifting and turning repeatedly throughout the shift.
- Lifting above the shoulder, from floor to shoulder and floor to waist.
- Walking and carrying at the same time & pushing/pulling as required.
- Twisting, turning, reaching and working above shoulder level.