**Showroom Sales – Consumer Focus**

The Showroom Sales consultant increases sales, market share, company profitability and customer satisfaction by working with consumers in choosing plumbing fixtures and related items for kitchens, baths and recreational areas. Showroom Sales consultants provide expert product selection assistance, expediting orders from vendors and conducting customer visits as needed.

**Job Duties**

**Sales Ability/ Persuasiveness**

* **Educates** consumer on the process of project management and supply chain.
* **Qualifies** consumers as to their project size, budget, & taste.
* **Demonstrates** effective Presentation Skills to successfully influence and communicate with various audience types and sizes.
* **Builds relationships –** Learns the value of relationships and views building relationships as a critical success tool.
* **Learns** the customers’ wants and desires.
* **Demonstrates** ability to integrate channel partners into sales opportunities.
* **Demonstrates** leadership in regional industry associations.
* **Incorporates** the selling process within proposal writing and pricing models to match company expectations.
* **Educates** customers on how to differentiate from competitors.
* **Greets** customers with a smile and positive attitude.
* **Shows confidence -** Always is closing; asks for the sale.

**Managing Work**

* **Learns** and demonstrates effective time management practices involving planning and scheduling daily, monthly, and annual activities and priorities.
* **Meet** obligations and customer expectations.
* **Learns** to implement new tools and demonstrates ability to organize electronic and paper-based information.
* **Demonstrates** the ability to organize electronic and paper-based information.
* **Creates** customer bids in line with customer expectations and completes sales order follow up activities in a timely fashion.

**Customer Focus**

* **Recognizes** different consumer types and adjusts approach with each for optimal results.
* **Establishes** “trusted advisor” status to become a liaison between the showroom customer and the installing contractor.
* **Serves as** a resource for the consumer and all parties involved in the project.
* **Adds value** to customer and internal interactions by understanding customer needs.
* **Plans** for upcoming customer meetings with a defined time management process.
* **Demonstrates** active listening skills to add value to customer and internal interactions.

**Contributing to Team Success**

* **Contributes** to the professional image of the showroom by ensuring displays are clean and in working order, and pricing & binders are up to date.
* **Demonstrates** effective delegation and limited-scope management of others on direct tasks.
* **Assumes responsibility** for team outcomes (achievements and shortcomings).
* **Leverages** team interactions for improved individual effectiveness and actively participates in team activities to share best practices.
* **Exhibits** positive outlook, camaraderie, and passion for the job, business, customers, and team.
* **Identifies** showroom customer buying habit changes and relays that information to appropriate people within the organization.
* **Know** your branch, department, and individual budget.
* **Establishes S.M.A.R.T. goals** in line with company goals and values. Implements action plans with timelines with deliverables and measure results.

**Technical / Professional Knowledge & Skills**

* **Demonstrates** competence in trends, aesthetics, features, functionality and application of all product lines, and commits to continuous learning on products and trends.
* **Understands** the basics of the construction process and when the various showroom products fit within the construction cycle.
* **Learns** and demonstrates competence in features and functionality of all product lines, as well as their application.
* **Adds value** to consumers and internal interactions by understanding the market, customers, suppliers, and competitors.
* **Understands** the nuances of competitor product offerings as well as their target audience and strategies on how they reach that audience.
* **Conveys** accurate messages, ideas, and decisions through clear verbal and written communication.
* **Demonstrates** proficiency with related computer systems and applications (e.g. Microsoft Outlook, Word, Excel, PowerPoint, email, etc.).
* **Understands** own organization’s profit model and makes sound decisions and recommendations to maximize profit.

**Navigating Within the Organization**

* **Learns and respects** the internal chain of command.
* **Expands** immediate problem-resolution network to include additional internal contacts and use them to get things done.
* **Demonstrates** company value proposition**---**as well as that of the competition---and can articulate to the consumer.

**Leading through Vision & Values**

* **Leads** individual branch or corporate initiatives, as well as mentoring activities.
* **Balances** the role of strong customer advocate with the role of good company steward with resources and time.

**Quality Orientation**

* **Follows procedures -** Accurately and carefully follows established procedures for completing work tasks.
* **Ensures high-quality output –** Oversees personal and team job processes, tasks, and work products to ensure freedom from errors, omissions, or defects.
* **Takes action -** Initiates action to correct quality problems and notifies others of quality issues as appropriate.

**Perform other duties as assigned. Adhere to the rules and regulations as set forth in the Employee Handbook.**

**Job Requirements**

* **Education:**
* High school diploma/GED required (Associate degree preferred)
* **Experience:** 
  + Minimum 2 years in luxury product selling position (home goods, preferred)
  + Minimum 1 year in progressive sales or design position (2 years preferred)
  + Product/applications experience preferred
  + Wholesale distribution experience preferred