

## **SALES ASSOCIATE/ DESIGN CONSULTANT**

**Category: Exempt (Commission)**

**Reports To: Sales Manager**

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### **Job Summary**

Sell home furnishings in a retail environment from existing, as well as new customers, leads via store traffic, house calls, references, etc. Follow up on open orders to ensure order accuracy and timely delivery of customer products. Position requires the ability to understand the customer's expectations and assist with the creative process. Utilize system that accounts for store traffic to insure successful completion of the sales process. Complete design projects to the customer's satisfaction.

### **Qualifications**

- 2-5 years sales or customer service experience in retail, or other fashion related field. Bachelor's degree in Interior Design, or related field, preferred.
- Self-motivated with a strong work ethic and an enthusiastic and positive attitude.
- Ability to communicate well with others and posses good problem solving ability
- Ability to type with some basic computer knowledge, previous experience with retail order entry software a plus
- Availability to work weekends required, along with overall scheduling flexibility.
- Valid driver's license required.

### **Duties and Essential Job Functions (list managerial and / or on-going essential tasks for the job)**

- Greet and qualify new customers in a professional and personable manner.
- Creatively work with customers to understand their design needs.
- Attend to all details related to the sales process, including inputting sales orders, customer and supplier follow up and all related internal documentation.
- Finalize pricing with customers and collect balances due for each sale.
- Complete continuing education, and any other Company required training and certification, in order to learn product lines, online ordering and pricing systems, and successfully sell major product categories (furniture, accessories, window treatments, flooring, mattresses).

- Meet and review your written sales goals monthly, as established by you and your sales manager at the beginning of the year.
- Identify current and future sales opportunities by establishing a personal rapport with your customers.
- Gain customer’s confidence by explaining our quality, the value of our product, overall customer service and demonstrating a sincere appreciation for their business.
- Make house calls each month to maximize sales opportunities for each project.
- Bring customer issues to management where necessary to continuously improve store operations and customer satisfaction.
- Keep vendor samples and display areas current for you assigned supplier.
- Complete sales entry process for all special order items (furniture, fabric protection, window treatments, floor covering) in a timely fashion and submit paperwork per company procedures.
- Work cooperatively with the team, treating co-workers with respect and communicating in a positive way.

**Other Functions and Responsibilities**

- Perform various duties as assigned.

**Physical Requirements**

- The ability to lift, carry and maneuver up to 25 pounds and stand for extended periods of time.

**The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to perform the job successfully. Montgomery’s recognizes that an individual with a disability may require an accommodation to enable him/her to successfully perform a job function. Consideration will be given to reasonable accommodations.**

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Employee signature

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Supervisor signature

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Printed Name

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Printed Name