



Job Description – Sales Associate

Classification: Exempt
Reports to: Showroom Manager
Location: varies

Summary/Objective

The Sales Associate position develops, maintains and interacts primarily with foot traffic as well as utilizing the phone and other forms of electronic communication to a broad scope of new and existing customers within the market to increase sales of products and/or services. Develops sales strategies designed to demonstrate the features and benefits of the products to achieve increased sales and profitability.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Contact customers through, but not limited to, phone calls, email, mailings, fax and seminars to communicate opportunities to extend initiatives with the company.
2. Match programs to customer requirements, and close contracts for defined programs.
3. Collaborate with marketing, support, community management, product management and account management to facilitate new programs, messages, campaigns, and offerings.
4. Ensure handoffs to business management, development and support are successful, and exceed customer's satisfaction.
5. Ensure reporting and communications is frequent and bi-directional.
6. Sales Generation
 1. Develop a client base through engaging clients that come to our showroom via website, phone or in person.
 2. Outreach to existing and new accounts to develop into key accounts.
 3. Demonstrate effective sales techniques in the areas of engagement, determining needs, overcoming objections, adding on and closing the sale.
 4. Achieve assigned sales targets through effective account management and targeting specific clients.
7. Client Experience
 1. Create a welcoming and high-energy vibe that our clients feel when they walk through our doors.
 2. Demonstrate knowledge of the Materials Marketing product and all the custom capabilities that are offered along with third party vendors.
 3. Design and create projects using technical and creative skills in color and space planning.
 4. Create stone and tile design solutions by selling Materials Marketing products that are consistent with the client's lifestyle and budget.
 5. Remain the expert on design and color trends to create current design solutions.
 6. Project a favorable image of the company to promote our aims and objectives and foster and enhance public recognition of all our areas of endeavor.
8. Operational Excellence
 1. Enter all client orders in accordance with company policy and procedure.

2. Follow up and communicate on all open orders to client; present creative solutions and demonstrate problem-solving skills when product delays occur.
 3. Read all communication and material on product or processes from corporate offices.
 4. Attend store meetings, participate in vendor training events, share information amongst peers and utilize the website, price book and other marketing materials available.
 5. Assist in training of new sales associates and sales assistants by sharing best practices, vendor specific product knowledge, etc.
 6. Loss prevention: practice awareness of and compliance with loss prevention and safety procedures.
 7. Follow company policies and procedures including attendance, personal conduct, dress code and employee discount.
9. Showroom standards
1. Help maintain impeccable standards on the sales floor so that our clients can see our attention to detail in everything we do; maintain a clean work space, back room and restroom.

Required Education and Experience

1. Associates or higher degree in business management, architectural design, interior design, industrial management or related field
2. 3 to 5 years of experience in stone, tile or closely related sales
3. Stone and tile experience preferred.
4. Experience in commission based sales position.
5. Computer skills to include MS Office and POS systems.
6. Ability to change and adapt to a fast-moving business environment...technological changes and product advancements require an open mind and flexibility to be successful.
7. Ability to lift and/or move up to 40 lbs.
8. Must have a valid driver's license and provide own transportation to and from client's office or home.
9. Must be able to work evenings and weekends as needed or required.