



JOB DESCRIPTION

JOB TITLE: Showroom Sales, Baton Rouge

DATE: September 22, 2016

DEPARTMENT: Sales

JOB SUMMARY:

Inside sales/design position assisting consumers in making proper selections for their projects. Includes Customer Service responsibilities (part time) and vendor claims administration.

REPORTS TO: Product & Design Manager Ceramic Tile & Showroom Sales

PRINCIPLE DUTIES AND RESPONSIBILITIES:

SHOWROOM SALES

- ▶ Assist consumers, dealers, retailers, builders, and designers that visit the showroom
- ▶ Maintain record of samples issued to and returned from showroom customers.
- ▶ Prepare floor plans, elevations, and renderings as necessary
- ▶ Assist dealers and retailers with product sampling, and pricing
- ▶ Provide product information and samples to Bolick representatives when requested
- ▶ Keep showroom samples and displays current and organized
- ▶ Keep up to date on industry trends and new products. Networking and participation in related professional organizations such as ASID are encouraged.

CUSTOMER SERVICE FUNCTIONS

- ▶ Perform all regular CSR order entry duties as required on a part time basis
- ▶ Transfers in/out of CSR call queue as needed at peak hours
- ▶ Back up Counter Sales position for short periods or vacation relief

CLAIMS ADMINISTRATION

- ▶ Initiate claims process per individual manufacturers' published guidelines
- ▶ Collect and assemble necessary documentation from all related parties
- ▶ Promptly file complete claim requests with vendors; follow up at regular intervals
- ▶ Maintain claims activity matrix for all open and closed claims for each fiscal year
- ▶ Manage claims to a resolution goal of 30 days from date of filing
- ▶ Issue timely customer credit upon receipt of vendor approval
- ▶ Communicate claims status report to management and sales team each month

QUALIFICATIONS

- ▶ High School or GED with some college (preferred)
- ▶ 1-3 years' work experience in interior design or building related industry
- ▶ Familiarity with ceramic tile and other flooring products
- ▶ Basic computer skills including Microsoft Office and Outlook