

# SALESPERSON

## POSITION PURPOSE

The Salesperson works in the showroom and in the customer's home. At Flooring Xtra our Salesperson's role is to provide quality solutions to our customers that consistently meets or exceeds our standards of excellence and expectations. This position is directly responsible for sales.

## KEY RESPONSIBILITIES – Delivery of 'A Fabulous Flooring Experience'

- Meet and greet customers
- Propose products that meet their project requirements
- Present add-ons to the customer such as underlay upgrades and finance etc
- Deliver quotations in a timely manner
- Book samples in and out
- Arrange measures
- Advise the customer of all the "day of installation" needs such as removal of furniture etc
- Take customer orders and advise the team members responsible for invoicing, taking deposits, organising materials and labour of:
  - Quantities
  - Special requirements
  - Cutting plan
- Show room duties and housekeeping as required
- Take personal responsibility for sales performance:
  - Conversion rates and margin
  - Insight into reasons why sales won/lost
  - Know what has brought your customer into store

Performing the above tasks in a timely, polite and accurate manner

## COMPETENCIES

1. The capacity to think about, engage and lead the customer
2. Being organised, particularly when things may not go quite right
3. Capable of building relationships and trust with all people involved in the business
4. Being an effective communicator and problem solver
5. Able to demonstrate work to high standards
6. Understands the importance of time and money