



Custom Blinds & Design

Hunter Douglas Gallery

Job Title:	Sales & Design Consultant
Education:	High school diploma or GED required; Associates or Bachelor's Degree preferred. Sales experience preferred.
Hours:	Full-time: 35 – 45 hours per week; Mon – Fri. Some Saturdays are required but may be requested off as needed. Manager and team member will decide on one weekday off.
Reports To:	Vice President of Sales

JOB DESCRIPTION

Main Functions:

- Implement our Proven Sales Process to help clients find the best solutions for their windows
- Customer service during and after the sale
- Set and meet sales goals
- Client lead management and follow up with warm leads
- Networking and lead generation

General Summary: The Sales & Design Consultants present and sell Hunter Douglas and Insolroll exterior custom window treatments to our valued customers in their homes and businesses using our Proven Sales Process to provide clients with a 5-star experience every time.

Essential Functions:

- Listen and relate. Educate and recommend products to meet our clients' needs.
- Effectively demonstrate samples and products to customers in Gallery and at Shop at Home appointments.
- Continuous education on people skills, sales training, tips, life lessons, etc.
- Both showroom and shop-at-home sales
- Networking and growing our client base
- Invite and encourage clients to enjoy a showroom tour to start their shopping experience.
- Provide complimentary Shop at Home consultations to clients, with a guaranteed quote before you leave the first appointment, in most cases.
- Follow our Proven Sales Process using the What to Expect tool and deliver to the client.
- Provide client with thorough understanding of their purchase - no surprises.
- Obtain at least a 75% deposit before placing an order. Responsible for the remaining 25% collection; follow up with client and support collection efforts, if necessary.
- Internal team communication.
- Responsible for proper measurement, product order, re-order, etc., staying in communication with the client through the process.
- Technologically savvy - daily maintenance of The Link (our CRM-customer relationship manager tool) Sales calendar, updating appointments, sales, etc. keeping current.

- Daily maintenance of assigned vehicle for the day, returning it for the next day in excellent condition for another full day of appointments.
- Greet, screen, and share the gallery experience with clients as they enter the showroom. Assist to meet their needs by asking “20 questions”.
- Send thank you notes, postcards, temp shades and appropriate gifting to clients and referrals.
- Return phone calls within one business day.
- Maintain a positive, professional attitude and fully provide our "We Believe" VIP experience, as outlined on the Custom Blinds & Design, (CB&D), website. Dress with a smile, a name tag and a tidy, professional attire.
- Responsible for prospecting, asking for referrals, networking, door hangers, yard signs per team goals and directives. Give out and send out business cards to prospect new or existing clients.
- Delegation skills & follow-up with appropriate team members. Efficient use of time management skills in all activities.
- Required to meet sales goals or other standards as established by VP of Sales and Sales & Design Consultant.
- Weekly meetings with Sales team and weekly 1:1's and pipeline meetings with Area Sales & Marketing Manager
- Quarterly and annual team meetings as set up by Leadership team.
- Other duties as assigned by VP of Sales

Skills and Abilities:

- Product expertise & problem solving
- Attention to detail
- Initiative
- Relationship Management & Customer Service with Integrity
- Resource Utilization
- Excellent communication skills, both written and verbal, are required
- Strong organizational and time management skills
- A genuine desire to help and serve others
- Creative and technical skills necessary to design and propose project solutions
- Sales and/or design experience is a huge bonus
- Should align with and support CB&D's Core Values in how we interact with and serve our team and clients

Physical Requirements and Working Conditions:

- Valid Driver's License and ability to safely operate company vehicles.
- Local travel in company vehicles each day, with possible exposure to poor weather and road conditions.
- Ability to bend, reach, stoop, kneel, and carry objects weighing 25+ pounds, such as product books and samples.
- Dexterity sufficient to use various tools, including tape measures and small power tools.
- Ability to maneuver on a ladder up to 6 feet high.
- Ability to operate computers, copiers/fax machines, and other office equipment.
- Ability to thrive in an environment where there is minimal discomfort due to dust, noise or temperature.

Team and Client Relations:

- Responsible for good daily attendance; be ready 5 minutes before the start time.
- Responsible for respectful, positive, thoughtful communication with all team members and clients.
- Align with and support the Core Values and vision of Custom Blinds & Design.

The above statements are intended to describe the general nature of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all skills, abilities, tasks & duties required. Custom Blinds & Design reserves the right to revise the above job description at any time.

I have read and understand the job requirements, responsibilities, and expectations set forth in the job description for my position. I attest that I am able to perform the essential job functions as outlined with or without any reasonable accommodations.

Team Member Signature

Date

Supervisor

Date