

## US Supply Company, Inc Job Description

**Position Title:** Branch Showroom Sales Consultant  
**Issue Date:** August 24, 2016  
**Reports To:** Branch Manager  
**Direct Reports:** None  
**FSLA Status:** exempt/non-exempt

### **Job Summary**

The Showroom Sales Consultant works cooperatively with the Branch manager, and other members of the distribution team to provide sales service to contractors, interior designers and property owners. The Showroom Sales Consultant is responsible for all sales activities from lead generation through closing sale and after sales follow up. The consultant works with the customer to increase satisfaction and generate sales revenue. The Showroom Consultant takes responsibility for our showroom and for growing all of our existing customers and helping to develop new customer business. They work as a team to demonstrate the true service level that the customer will come to understand as our Brand.

### **Duties and Responsibilities**

- Demonstrate professional selling skills and extensive product knowledge in our entire bath and kitchen product lines. Generate new and repeat sales by providing product and technical information in a timely manner
- Determine customer requirements and expectations in order to recommend specific products and solutions. Recommend alternate products based on cost, availability or specifications. Proactively recommend items needed by customers to increase customer satisfaction and improve transaction profitability.
- Accurately process customer transactions such as orders, quotes or returns. Adhere to all company policies & procedures, while achieving company sales margins and quotas.
- Obtain accurate information from vendors relating to shipment dates and expected date of delivery. Provide customers with accurate information regarding availability of in-stock items and non-stocks.
- Contact customers following sales to ensure ongoing customer satisfaction and resolve any complaints.
- Willingness to travel to existing and new customer locations. The focus is to build and reinforce relationships and foster new business. Participate and contribute to the development of our in house vendor training programs after business hours.
- Demonstrate the ability to tactfully handle difficult situations.
- Able to multi-task, manage time effectively and adapt quickly to changing priorities
- Work with your support team to ensure proper maintenance of showroom as the showroom is the primary stage to showcase the superior solutions we offer.
- Performs all other duties as may be assigned.

**Qualifications**

- Education: High School Diploma
- Experience: Minimum of 3+ years wholesale distribution experience, selling and customer service experience in an interior design or fashion product environment
- Plumbing, bath and kitchen design knowledge
- Microsoft Office (Outlook, Word, Excel) skills; ERP or Eclipse experience preferred
- Excellent verbal and written communication skills

**Work Environment**

Primary work is performed indoors in a professional showroom display facility. Occasionally work in the branch warehouse.

**Travel**

Occasional travel is required to other branch locations, corporate office, and customer locations.

**Physical Demands**

This position is physical and requires the ability to stand for up to eight hours, bend and lift 50 pounds.

**Position Type and Expected hours of work:** Full Time. Hours are Tuesday – Saturday with some evening hours as per showroom hours of operation. Management reserves the right to alter work hours and schedules as determined by business needs.

**Employee's Acknowledgement**

I have carefully read and understand the contents of the position description. I understand the responsibilities, requirements, and duties expected of me and further understand that this is not an exhaustive list of responsibilities, skills, duties, requirements, effort, or working conditions associated with this position. While this list is intended to be an accurate reflection of the current position, the Company reserves the right to revise the functions and duties of the position or to increase or decrease the scope of responsibilities of the position when circumstances dictate, as determined by the President.

I also understand that this job description does not constitute a contract of employment nor alter my status as an at-will employee. I have the right to terminate my employment at any time for any reason, and the Company has a similar right.

---

Employee's Signature

---

Date