

Employer Information

Organization Name:	Leaders Furniture
Department:	Retail Sales Team
Reports To:	Showroom Manager
Hours/Week:	Up to 28 Hours Per week
Starting Salary:	\$10 per hour + Commissions + Accelerator Bonus (training pay scale for the first 6 pay periods)

Benefits

- 401k Retirement Plan
- Health Insurance
- Dental Insurance
- Vision Insurance
- Holidays
- Paid Time Off
- Employee Discount

FLSA Status:	Non-Exempt
Type:	Permanent
Prepared Date:	May 13, 2024

Job Purpose

Sales Professionals at Leaders Furniture® play a vital in providing a world class customer service experience. Sales Professions must strive to perform beyond expectations and in a manner that is consistent with the Company's core values and vision. Leaders Furniture® Sales Professionals promote company policy and procedures, the company vision and work with their team in achieving the goals of their location.

Tasks

- Meet and exceed all KPI sales goals and administrative goals.
- Maximize personal sales volume.
- Maintain 1.25% or higher Fabric Protection and maintain 3.75% or higher delivery sales.
- Assist with the processing of weekly shuttle trucks.
- Seek out and execute contract opportunities and designer relationships.
- Adhere to cash handling and security policies, PCI compliance.
- Report to work on time and complete your full shift.
- Exercise safety always; report all foreseeable hazards within the showroom and on the exterior of the building to the Showroom Manager immediately.

- Maintain and assist with daily showroom procedures- i.e., merchandising, mark downs, shuttle preparation, tagging, organization and cleanliness.

Work Activities

- Attend and participate in all mandatory quarterly sales meetings.
- Provide a world class customer service experience by providing every customer with a low pressure, educational, fun showroom experience.
- Maintain the integrity of inventory by following all processes according to the established company policy.
- Contribute to the Company culture by way of becoming a successful, motivated, and knowledgeable Sales Professional.
- Participate in any ongoing training to optimize every sales opportunity.
- Overcome customer objections.
- Provide product demonstrations to customers (when applicable)
- Explain features and benefits of all products thereby educating the customer.
- Build and maintain customer relationships and earn referral business before asking for it.
- Call all customers within two days of an in-home delivery to verify that the customer is satisfied and always ask if additional components are needed for their collection.
- Ask all customers to submit a Google review. If they do, they can print a copy of the review. When presented to any Leaders Furniture® showroom, they receive 50% off an accessory.
- Investigate and resolve any customer problems with deliveries.
- Seek out innovative business opportunities by way of community events, home shows, and other outreach activities beyond the Showroom's four walls.
- Seek out and execute contract opportunities and designer relationships.
- Part-time sales professionals are expected to work days and times as determined by the needs of the business. This will include weekends and holidays.
- Part-time schedules are determined on a case-by-case basis according to the actual needs of their showroom.
- Part-time team members are permanent and not considered seasonal.

Working Conditions

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to sit, stand, walk, and stoop, kneel, crouch, crawl, and push and must be able to stand for long periods of time. The employee will be required to climb ladders occasionally. The employee must regularly lift and/or move up to twenty (20) pounds frequently; lift and/or move up to fifty (50) pounds occasionally. Employees are required to properly use such safety equipment as is appropriate to the work to prevent injury to self or others.

Visions

Specific vision abilities required by this job include Close vision; Distance vision; Peripheral vision; Depth perception; Ability to adjust focus.

Work Environment

Performance of the job duties will require the employee to work indoors most of the time and occasionally outdoors, including varying and extreme weather conditions. Duties may involve exposure to inclement weather and environmental pollutants.

Qualifications

Education and Experience

Education

High School/G.E.D preferred

Skills

Basic Skills

- **Active Listening**
Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Reading Comprehension**
Understanding written sentences and paragraphs in work related documents.
- **Speaking**
Talking to others to convey information effectively.

Social Skills

- **Coordination**
Adjusting actions in relation to others' actions.
- **Service Orientation**
Actively looking for ways to help people.

Knowledge

Required

- English Language

Additional Notes

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Acknowledgement

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

Print Name

Signature

Date