

SALES SPECIALIST

Hatfield, PA

SUMMARY OF POSITION

A Sales Specialist will assist our customers and potential customers through email, phone and in the showroom to sell hearth products and outdoor lifestyle products. Once the sale is made, the Sales Specialist is the “project manager,” following through on placing orders for custom items and on timing of equipment and accessories. The Sales Specialist is responsible for collecting payment on all invoices and addressing any follow-up questions and/or concerns of the customer.

JOB INFORMATION

Hours per week: 40

Reports to: Hatfield Sales Manager

Location: Hatfield, PA, 19440

Work Environment: Showroom, occasionally outside in all weather conditions

Pay Structure: Hourly base, plus commission

RESPONSIBILITIES

- Helping customers on the phone, through email and in the showroom with every aspect of our business to sell product. This includes before, throughout, and after the sale.
- Creating and maintaining personal sales goals as well as maintaining stated goals set by the Sales Manager.
- Updating the Team CRM follow-up system, along with completing a Weekly Game Plan that is given to the Sales Manager by end of day Friday each week.
- Keeping the showroom clean, merchandised and appropriately priced. Showroom cleaning includes inside and outside the building and maintain bathroom cleanliness.

HOURS

- The showroom schedule will be prepared on a monthly basis.
- Sales Specialists are expected to be available during all showroom hours, as well as, shortly before and after.

- Sales meetings are held Saturday morning before store hours, and all Sales Specialists are expected to work every Saturday, especially during the Fall and Winter months, unless prior written request is obtained.
- There are no business hours on Sunday and each Sales Specialist will have one weekday off.
- The schedule is based on 40 hours per week throughout the year, however, in the Fall and Winter months; longer hours are usually needed to keep up on all the work.

KNOWLEDGE

- Basic understanding of construction principles is necessary to plan installation of hearth products.
- To perform the job properly, a thorough understanding of hearth products is necessary, and it is expected that the Sales Specialist will be a student to learn the installation procedures.

ATTIRE

- Staff shirts are provided.
- Always wear shoes and socks (opened-toed sandals are not acceptable).
- Shorts and jeans are acceptable if they are clean, neat, not faded, and have no ripped holes.

PHYSICAL DEMANDS

- Sales Specialists will be on their feet often while assisting customers in the showroom, sometimes the entire day.
- moving displays in the showroom and loading products for customers is also required. This can involve heavy wood stoves.
- Several months of the year are extremely busy and the work environment is fast paced and somewhat stressful.

BENEFITS



Paid Vacation



Paid Holidays



Health Insurance



Retirement Funding