

SUPPORT STAFF

Hatfield, PA

SUMMARY OF POSITION

The Support Staff will assist the Sales Team in regular showroom duties such as opening and closing, cleaning, pricing, and more. The Support Staff will also assist customers and potential customers through email, phone, and in the showroom to guide them in the right direction of hearth and outdoor lifestyle products. The Support Staff is a key role in maintaining a positive customer experience.

JOB INFORMATION

Hours per week: 40

Reports to: Vice President of Sales

Location: Hatfield, PA, 19403

Work Environment: Showroom, occasionally outside in all weather conditions

Pay Structure: Hourly base

RESPONSIBILITIES

- Answer phones
- Greet customers and guide them to area of interest
- Collect date of how many quotes and sales orders were done in a week
- Make emails/calls to customers as an installation reminder
- Make emails/calls to customers to collect final payment
- Review upcoming installation schedule and look up customer's information through SharePoint to ensure all proper documents are uploaded into folder. If they are, please make the salesperson aware and help to get information uploaded
- Assist Salespeople and Sales Manager with administrative work.
 - Typing up notes to installers
 - Uploading pictures/site notes to customer folder
 - Mailing/shipping things out to customers
 - Putting together sales items for a site
- Listen to voicemails in general inbox and disburse accordingly
- Tag new product and put on display
- Help with price signs
- Keep all parts of the store clean
- Help open the store

- Change cash/change in drawer when necessary
- Check brochure stock and order when necessary
- Help manage aging report and collect payments
- Help coordinate any company events

HOURS

- The showroom schedule will be prepared on a monthly basis.
- Monday – Friday, 8:00AM to 4:00PM

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

- Support Staff will be on their feet often while assisting customers in the showroom.
- Moving displays in the showroom and loading products for customers is also required.
- 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