



Sales Associate

The Sales associate is responsible for representing Home Express Furniture, its products, its services in a professional and caring manner. Sales associates are responsible for building trust, customer engagement. Focusing on details and accuracy, invoicing, customer follow-up and closing sales.

Responsibilities

Knowledge and Skills Requirements

- Build trust, value others, communicate effectively, drive execution, foster innovation, focus on the customer, collaborate with others, solve problems creatively and demonstrate high integrity.
- Maintain professionalism internal and external relationships that meet the company core values.
- Proactively establish and maintain effective working relationships with all support departments
- Demonstrate the ability to interact and cooperate with all employees
- Ensure that each customer received outstanding service by providing a friendly environment, which includes greeting and acknowledging every customer, maintaining solid product knowledge and all other aspects of customer service.
- Maintain an awareness of all promotions and advertisements
- Assist with floor moves, merchandising, display maintenance and housecleaning.
- Complete understanding of pricing and delivery fees, warranties and services
- Demonstrates the ability to carry on a business conversation with owners and decision makers
- Maximizes all opportunities in the process of closing a sale resulting in taking of market share from larger competitors
- Must be on-time and ready upon arrival
- Complete all paperwork timely
- Responsible for customer follow-up, complaints, delays, returns, exchanges, restocking fees, out of stock items and delays caused by weather and or damages resulting in shipping, assembly and or delivery schedules based upon route changes and or delays.
- Any other duties as assigned

Working Conditions

Ability to stand for 80% of shift, ability to lift 20 lbs.

Education and Training Requirements

To be a Sales Associate, one must possess at least 1 years' experience in customer service, sales or related field. Graduation from High School and / or GED required.

Salary DOE