

Santarossa Mosaic & Tile, Co., Inc. – Sales Associate

Position Status: Non-exempt; Hourly

Reports to: Operations Manager

POSITION SUMMARY

Sales associates responsible for providing customers a superior buying experience. The ideal candidate should be an excellent communicator who has a knack for building relationships. Sales Associate answers questions, handles complaints, and maintains a clean, well-organized showroom.

ESSENTIAL RESPONSIBILITIES

- Provide superior customer service experience and customers engagement/satisfaction
- Develop strong relationships with customers
- Learn customers' needs and wants in order to address them
- Work as a team player, upholding company policies in all aspects of customer service and contributing to a positive working environment
- Assist in organizing the showroom floor, and ensure a welcoming, customer-friendly environment
- Maintain updated knowledge on current products and pricing
- Learn and use simple software's to produce job estimates

Required Qualifications:

- High school diploma or GED required
- Superior communication skills with customers and team
- Proven capabilities in a customer service or sales role
- Conscientious, professional appearance
- Intermediate math and estimating skills
- Positive attitude and self-motivated to win every customer
- Shift flexibility, including Saturdays

Preferred Qualifications

- Associate's or Bachelor's degree in marketing or sales
- Working knowledge in construction or trade industry, preferably finishes
- Experience with CRM and quoting systems