

McSwain Retail Sales Associate - Job Description

10/19/2017

Purpose : Help lead the overall sales and operations efforts of McSwain Retail to support and achieve the strategic missions of the McSwain Retail Division. Assist in meeting and/or exceeding the customer experience expectations of every McSwain Retail customer.

Qualifications:

- **Knowledge** – Good customer service attributes (ie. professionalism, responsiveness, follow-through, reliability, consistency, and accuracy.)
- **Integrity** – committed to following the appropriate personal and business culture of McSwain Carpets and Floors.
- **Team Player** – committed to performing all aspects of the sales process within the Retail Sales Associate's responsibility . Cooperation, communication, and commitment are essential.
- **Strong Interpersonal Skills** – ability to work effectively with customers and operational support departments.
- **Administration** – ability to administer clients , budgets and programs effectively, ability to credibly do this in a changing/transitional environment as is typical of the retail business.
- **Competencies Required:**
 - Excellent coordination and organizational skills to assist customer questions and requests throughout the day
 - Advanced knowledge of computer software and technologies (ie., MS Office, Google Apps, mobile devices)
 - Ability to Multi-task throughout the regular scope of work to respond w/ urgency when required
 - Ability to learn quickly and develop proficiency in CompUFloor order entry and maintenance
 - Preferably previous selling or operational experience
 - Excellent selling initiative and drive with an ability to service multiple accounts and various types of customers
 - Ability to assess and capitalize on opportunities in the marketplace
 - Ability to handle pressure from customers in a calm, efficient manner to instill customer confidence and loyalty
 - Ability to handle rejection and remain committed to developing new business opportunities

Accountability: The McSwain Retail Associate is accountable; first and foremost to the McSwain Retail customer: secondly to the McSwain Retail Sales Manager and thirdly to the Executive Vice President – Retail Brands. The McSwain Retail Sales Associate is also accountable to each McSwain Carpets & Floors associate and Ownership to maintain a high level of internal customer service and integrity and reputation in the McSwain name.

Success Measures: To be reviewed and updated regularly by the McSwain Retail Division management.

Task	Completed By:
Be present for work as scheduled by your supervising manager. Be on time and prepared to serve your customers and complete your job duties.	Ongoing
Utilize professional selling techniques to greet customers warmly, qualify their needs, and match the right products, payment options and services to the customer needs.	Ongoing
Set an in-home appointment to measure for the appropriate solution to the customer's flooring needs.	Ongoing
Complete the measure; calculate the estimate and contact the customer with the estimate in a timely manner.	Ongoing
Close the sale while answering any concerns or objections that the customer might have.	Ongoing
Enter the order into McSwain's "CompUFloor order management system; process the customer's payment option; complete all necessary paperwork, including the Installation Planning Guide in a timely manner.	Ongoing
Follow up on the order; communicate with your customer on product delivery, installation scheduling, and ensure your customer's satisfaction with the final installation. Work with the appropriate departments within the company to accomplish these tasks. Utilize technology solutions including LeadTool and MATRIX to manage the customer relationship from initial contact and beyond.	Ongoing
Ask for referrals from your customers and build a clientele base to provide future sales opportunities.	Ongoing
Work to build a network of leads by forming relationships with outside service providers, employers, etc. (e.g. real estate agents, small builders, home remodelers, home service contractors.)	Ongoing
Respond to requests for information from internal and external customers in a timely and accurate manner. Submit required reports (e.g. monthly commission report) to your manager complete and on time.	Ongoing
Perform daily sales and cash reporting procedure and make daily bank deposits as requested by your Manager. Manage petty cash transactions accurately and securely.	Ongoing
Attend and participate in periodic sales meetings, training seminars, and special task forces as assigned.	Ongoing
Work with vendor representatives to further your product knowledge and understanding.	Ongoing
Attend store meetings as assigned by your supervisor.	Ongoing
Assist your supervisor with maintenance and housekeeping of your assigned store location (may include: vacuuming/sweeping of floors, dusting of fixtures; cleaning of restroom and kitchen facilities.)	Ongoing
Assist your supervisor with product placement and price labeling of product in the store (may include: putting up new samples of product, hanging signing, or putting out price tags on carpet fixtures.)	Ongoing
Assist in protecting company assets by reporting any physical store maintenance needs or unsafe conditions to your Manager.	Ongoing
Assist with customer pickups of merchandise at the store following the McSwain Retail policy.	Ongoing