



Showroom Design Consultant

Job Title:	Showroom Design Consultant	FLSA Status:	
Department:	Account Sales	Reports To:	Showroom Manager
Prepared By:		Prepared Date:	
Approved By:		Approved Date:	

Job Summary:

The Showroom Design Consultant assists our clients in selecting granite, quartz, and porcelain countertop surfaces that meet their expectations for design aesthetics while also keeping in mind their objectives for functionality, ease of maintenance, cost, and overall durability.

Design Consultants use skills as a salesperson and knowledge of an ever-expanding product offering to effectively educate customers, so that they make thoughtful product selections for their project and have an overall positive buying experience while working with K.G. Stevens.

Primary Responsibilities:

- Passion for interior design
- Communicate and develop a positive rapport and build strong relationships with our residential customers, remodeling contractors, builders, and designers with a focus on account business.
- Demonstrate exceptional customer service skills with the ability to provide individualized service and attention to every project
- Schedule sales appointments and actively follow-up on quotes to effectively generate countertop sales from a varied base of clients including contractors, builders, designers, and their clients
- Listen to our customers and proactively find solutions that meet their needs and project scope
- Acting as a primary point of contact, promptly answer phone calls and respond to emails from clients related to their countertop quotes and/or job status
- Participate in ongoing training and achieve expert knowledge of all product lines carried
- Provide training to customers about product care and maintenance related to their newly purchased countertop surfaces
- Effectively communicate with clients using phone, text messaging, and email
- Maintain quote status and project related information within our job tracking software
- Process all sales related paperwork and documentation in a timely manner so as not to delay the production process
- Follow-up with clients to make sure they are satisfied with the products purchased and installed in their home as well as their overall experience while working with K.G. Stevens
- Help to maintain a well-organized, aesthetically pleasing showroom
- Communicate with KG Stevens colleagues and respond to internal inquiries in a timely fashion
- Ability to work independently as well as part of a team
- Practice safe work habits, be punctual, dependable, and responsible
- Interact effectively with all departments to meet the objectives of K.G. Stevens and our clients
- All other duties and responsibilities as assigned

The Ideal Candidate Would Have the Following:

- Share a passion for creating an exceptional customer experience
- Be self-motivated with a professional attitude and a calm disposition
- Must possess good decision-making skills, be very well organized and detail orientated
- Possess exceptional interpersonal and communication skills with a strong ability to listen, acknowledge, and calmly respond to questions from clients
- Have excellent verbal and written communication skills
- High level critical thinking, problem solving, and follow through
- Ability to work extended hours in a retail showroom setting as needed
- Strong attention to detail and ability to work independently
- Enjoy problem solving and working closely with customers, builders, and sub-contractors in a fast-paced environment
- Be comfortable with technology
- Functional knowledge of Microsoft Office Suite including Outlook, Word, Teams, and OneDrive
- Be a team player who builds great working relationships with others
- Previous experience in the building industry, interior design, as well as sales and/or customer service
- Undergraduate or Technical School Education with an emphasis in Design and/or Business or the ability to demonstrate hands-on learning through industry related experience
- Must be able to pass a drug test and possess a valid driver's license

Working Conditions:

While performing the duties of this job, the employee will be exposed to normal office environments, however, brief periods on the production floor should be expected. Appropriate safety equipment will be provided. Frequently operates a computer, enters data into systems, verifies information. The noise level is usually moderate.

Physical Requirements

While performing the duties of this job, the employee is regularly required to stand for long periods, use hands and arms with frequent repetitive motions. The employee is required to stand and walk and must be able to see, speak, and hear.

Specific vision abilities required by this position include close vision, color vision and ability to adjust focus as it relates to working at a computer.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee Acknowledgment _____ Date: _____

The above statements reflect the general details necessary to describe the principle functions of the occupation described and shall not be construed as a detailed description of all the work requirements that may be inherent in the occupation.