

**Position Title: Masonry Showroom Associate**

**Masonry Department – Hedberg Plymouth Location**

**Reports To: Masonry Showroom Supervisor**

***Regular Hours Worked: This is an hourly position, some Saturdays required, may include overtime.***

**Position Summary**

The showroom associate is responsible for greeting, communicating and directing retail and wholesale customers, assisting customers in the showroom with selections. Masonry Associates are also expected to answer and assist with phone calls in a professional manner. Literature, stone samples, whether ordering from the supplier or making in house, fall under the responsibility of the masonry showroom staff.

**Duties Include**

- Assist in product selection
  - Provide product information, expertise and guidance to customers
  - Fill out and process all applicable selection sheets
  - Call weekly, all undecided clients to follow up; maintain communication with customers to discuss changes in product specs, product pricing and/or availability and other related issues
  - Assist with setting up wholesale accounts
  - Communicate with Showroom Supervisor and Sales Manager regarding customer satisfaction and new wholesale prospects
- Track selections to orders
- Implement product knowledge and training
  - Continually increase knowledge of the industry and product capabilities
  - Work with vendor representatives
  - Know/understand product and where it is in our yard
- Oversee all samples and product literature
  - Keep sample room up to date, full and clean
  - Construct sample boards or pallet mockups of blends in house when needed; this includes collecting stones from the yard, lifting, sawing or splitting stones, laying out, washing and adhering stones to sample boards or laying them out on pallets
- Keep showroom clean, daily
- Greet and assist retail and wholesale customers in a professional manner
- Maintain CRM – Client Relationship Management

## **Qualifications**

- Experience in customer service
- Excellent verbal and written communication skills
- Proven ability to work in a fast-paced environment and to multi-task
- Design experience (preferred)

## **Successful Performance**

Factors important to successful performance in this position:

Customer Service – Manage difficult or emotional customer situations; respond promptly to customer needs; solicit customer feedback to improve service; meet commitments

Interpersonal Skills – Maintain confidentiality; possess good listening skills; keep emotions under control; be open to others' ideas

Oral Communication – Speak clearly and persuasively in both positive and negative situations; listen and get clarification; respond in a timely manner to questions

Written Communication – Write clearly; present numerical data effectively

Teamwork – Must have the ability to work in a team environment, balancing individual and team responsibilities; contribute to building a positive team spirit; put success of the team above one's own interests; able to build morale while supporting group goals and objectives; support individuals' efforts to succeed

Appearance – Clean and neat appearance at all times (working with customers)