



## FURNITURE SALES ASSOCIATE Job Description

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Under supervision of the Furniture Sales manager, the primary duties of the Sales Associate are to assist customers in selecting and purchasing furniture and accessories, to follow up on existing orders, to relay service requests, and assure a desired level of customer satisfaction and corporate profitability.

### **PRIMARY DUTIES and RESPONSIBILITIES**

- Write up sales orders, including obtaining correct customer information, pricing products appropriately based on current pricing catalogs, and charging appropriate tax, delivery, and service fees
- Follow internal procedures for sales orders, service requests, and payment
- Develop and maintain a professional level of product knowledge, including features and benefits, warranties, and care and maintenance of products
- Accurately convey store promotion and financing options to customers
- Update manufacturer materials, including print catalogs and brochures, and fabric and wood displays
- Maintain a clean and orderly show room. This includes dusting, straightening, merchandising, tagging product, ensuring that motion furniture and lamps are functional, and identifying and reporting any product defects to the Service Department

### **CORE COMPETENCIES**

- Customer centered
- Effective communication skills; can convey product information well with customers
- Strong work ethic; displays initiative and follow through
- Works well with other sales associates and assists others' customers when necessary
- Ethical and honest at all times; adheres to store policies
- Critical thinking ability; is able to manage and organize complex information
- Follows up on sales to assure customer satisfaction
- Strong computer skills; knows Microsoft Office/Email and can easily learn new systems
- Strong computational skills
- Interior Design background advantageous