

## HPM Building Supply

### Job Description

<b>Job title:</b>	Window Covering Sales & Installation Specialist	<b>FLSA:</b>	Non-Exempt
<b>Location:</b>	Hilo	<b>Reports to:</b>	Home Design Center Director
<b>Department:</b>	Home Design Center	<b>Last Updated:</b>	10/28/2021

### Job Summary

The Window Covering Sales & Installation Specialist shepherds' customers through the process of obtaining a customized window covering design, ensuring an experience that wows. This individual has an entrepreneur growth mindset, builds leads, creates compelling designs, nurtures excellent customer relationships, and contributes to profitability of our 100% employee-owned company.

### Essential Functions

- Ensure customer walk-in experience is warm and welcoming, by promptly acknowledging the customer, providing helpful approach and maintaining displays and work areas
- Create, establish, and cultivate positive relationships with customers
- Understand customer needs to uncover and overcome objections and provide solutions
- Efficiently identify each phases of a purchase and provide appropriate level of service:
  - Dreaming – Discussion of budget and vision
  - Pricing – Rough estimating of vendor pricing
  - Designing – Having a commitment on price point and specific style
  - Purchase – Instill customers confidence in decisions by effectively communicating the pairing of client needs and product value
- Establish strategy to identify yourself the expert and HPM as the vendor of choice for all phases offering a retainer commitment.
- Ensure seamless customer on-boarding, making it easy for them to work with HPM
- Sell expectations and provide product knowledge to our customers
- Record and maintain accurate contact details in customer relationship management systems
- Design each home with window covering, to customer specifications, using the most current design program or any other measuring solutions available
- Prepare timely and accurate quotations in BisTrack (business management software), present to customer for approval and repeat process with any necessary changes.
- Efficiently maintain necessary paperwork such as obtaining signatures on terms and conditions before placing order, customer files and information, etc.
- Partner with vendors and merchant team to order necessary products and follow up to ensure they arrive on time and in good condition.
- Install window coverings in establishments such as buildings, restaurants, homes or offices.
- Take initiative in product knowledge and professional growth in order to speak knowledgeably about product offerings, trends, and build leads.

- Other projects and responsibilities may be added at the company's discretion.

### **Job Requirements and Qualifications**

**Education and Training Requirements:** High School diploma or equivalent required. Valid driver's license is required.

#### **Knowledge and Ability Requirements:**

- Basic knowledge of the construction process from start to finish preferred
- Basic knowledge of various window treatments and installation (blinds, shutters, shades, valances, etc.)
- Intermediate computer experience required, including email and Microsoft Office.
- Requires exceptional interpersonal skills, high level of emotional intelligence, awareness and capacity to anticipate needs
- Requires a demonstrated growth mindset, an eagerness to continuously learn
- Requires strong organizational, project management and problem-solving skills with impeccable multi-tasking abilities.
- Ability to be resourceful and able to independently find solutions
- Ability to effectively communicate clear and concise and responding with a sense of urgency to customer emails and phone calls within 24-48 hours
- Physical requirements include the ability to twist, bend, squat, reach, and lift 50 pounds

**Experience Requirements:** Must have at least two years of experience installing various types of window treatments. Must have at least one year of experience selling various types of window treatments. Must have at least one year of experience in a customer-facing position. Experience in sales, project planning, design, home decoration, or design software a plus

### **Other Information**

- Must be able to work flexible hours, evening and weekend work are required
- Strict adherence to impeccable safety standards is a must
- Punctuality and regular attendance are mandatory
- Some travel to designated job-sites required
- Must maintain strict ethical standards
- Business-casual attire required

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**Owner Signature**

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**Manager Signature**

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**Owner Name (please print)**

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**Manager Name (please print)**

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**Date**

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**Date**

*Note: We use the term "owner" instead of employee since we are 100% employee owned!*