



Position Description			
Job Title:	Flooring Specialist	Date:	June 2022
Reports to:	Director of Flooring	Department:	Flooring
Location:	Greenville, SC	FLSA Classification:	<input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt

Position Summary
The Flooring Specialist provides an equal and outstanding level of service and overall experience to each customer in an effort to market and sell commercial floorcoverings and related services. Informs clients of accurate product and services information. Maintains ongoing relationships with customers through continued contact. Completes customer sales transactions by input of accurate sales data into system.

Position Responsibilities- Essential
<p><b>This list of tasks is illustrative ONLY and is not a comprehensive listing of all functions and tasks performed by positions in this class. It does not imply that all positions within the class perform all the duties listed, nor does it necessarily list all possible duties that may be assigned.</b></p> <ul style="list-style-type: none"> <li>• Sells the programs, products, and services of Young Office by providing comprehensive solutions and compelling reasons for providers to do business with Young Office.</li> <li>• Executes sales and marketing plans to meet or exceed all sales quotas or goals. Maximizes each sales opportunity.</li> <li>• Markets and promotes Young Office at all times.</li> <li>• Completes all required reports as necessary to assure timely feedback of results.</li> <li>• Generates leads, prospects, and qualifies potential opportunities with new and existing clients.</li> <li>• Participates in various associations and organizations to maintain industry knowledge and build additional networks.</li> <li>• Interacts effectively with all levels of senior level management up to C-suite level at customer sites and understands inter-workings of customers' various decision-makers.</li> <li>• Stays abreast of new product introductions.</li> <li>• Works cooperatively as a member team by working toward solutions that are in the best interest of the customer. Works closely with operations and design departments.</li> <li>• Acts as primary client contact for all communications included but not limited to:             <ul style="list-style-type: none"> <li>○ Order status</li> <li>○ Project status</li> <li>○ Invoicing/collections</li> <li>○ Follow up</li> </ul> </li> <li>• Strives for continuous education or improvements in selling skills and business acumen.</li> <li>• Works closely with designers to develop solutions to client needs.</li> <li>• Manages all client presentations/demonstrations.</li> <li>• Provides accurate information to administrative staff to generate quotes/orders.</li> <li>• Coordinates installations/deliveries with OPS/Admin to meet client needs.</li> <li>• Checks drawings and specifications with designer to ensure accuracy.</li> <li>• Attend all company and departmental meetings as required by management.</li> </ul>

Position Responsibilities- Non-Essential/Other
<ul style="list-style-type: none"> <li>• Utilize Commercial Furniture sales team for additional sales leads.</li> <li>• Performs other related duties as assigned and assists other departments as needed.</li> </ul>

Essential Skills and Experience
<ul style="list-style-type: none"> <li>• High School diploma or equivalent.</li> <li>• Minimum of 2 years of proven record in outside sales experience.</li> <li>• Solid industry/product knowledge.</li> <li>• Basic business acumen and an understanding of how the dealership works.</li> </ul>

- Excellent verbal and written communication skills.
- Must possess excellent ability to prioritize and remain organized.
- Exceptional interpersonal skills.
- Positive and upbeat attitude.
- Team player.
- Strong coaching ability or desire to learn.
- Organizational and project management skills.
- Ability to work independently and handle multiple tasks.
- Ability to read AutoCad drawings.
- Proficiency with MS Office and other software programs (Word, Excel, PowerPoint)

#### Beneficial Skills and Experience

- Bachelor's degree from an accredited university in business, management, or related field.
- 5-8 years of successful Sales Management experience
- 5 plus years of industry related experience

#### Performance Success Factors

- Positive ratings on any and all formal and informal customer surveys
- Accuracy and professionalism of materials, reports, and written communication
- Retention of employees in sales department

#### Reporting & Management Responsibilities

- This position has no direct reports.

#### Physical and Sensory Demands

##### Physical Demands

Sit	Frequently	Reach Above Shoulder	Occasionally
Walk	Frequently	Climb	Occasionally
Stand	Frequently	Crawl	Occasionally
Handling	Frequently	Squat or Kneel	Occasionally
Reach Outward	Frequently	Bend	Occasionally

##### Lifting Requirements

10 pounds or less	Frequently	51 - 100 Pounds	Not Applicable
11 - 20 pounds	Frequently	> 100 Pounds	Not Applicable
21 - 50 pounds	Occasionally		

##### Pushing and Pulling Requirements

12 Pounds or Less	Frequently	41 – 100 Pounds	Not Applicable
13 - 25 Pounds	Occasionally	> 100 Pounds	Not Applicable
26 - 40 Pounds	Not Applicable		

#### Definitions:

- Not Applicable - Activity is not applicable to this occupation.
- Occasionally - Occupation requires this activity up to 33% of the time (0 - 2.5+ hours/day).
- Frequently - Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hours/day).
- Constantly - Occupation requires this activity more than 66% of the time (5.5+ hours/day).

#### Environmental Hazards:

The job risks exposure to no known environmental hazards.



**Sensory Requirements:**

The job requires normal visual acuity, depth perception, and field of vision, hearing, speaking, and color perception.

***The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills, and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent an expressed or implied contract of employment, nor does it alter your at- will employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.***

***Additionally, employees are expected to abide by all internal control & compliance practices to:***

***Safeguard assets from theft and misuse.***

***Ensure segregation of duties to minimize fraud.***

***Comply with business ethics, applicable laws, and regulations.***

***Maintain confidentiality of proprietary information.***

***Periodically reconcile physical assets to accounting records.***

***Safely perform all job duties.***

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Print Employee Name	Employee Signature	Date Signed
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Print Manager/Supervisor Name	Manager/Supervisor Signature	Date Signed
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