



## **Sales & Design Consultant**

Are you looking to work with a great group of people to help make client design visions come true?

Surface Art Countertops, Inc. in Healdsburg is looking for a candidate to work closely with our Sales Team to help clients make selections and obtain costs for their countertop project. We aim to create the finest product with the highest quality for a positive and professional client experience.

### **Qualifications:**

Experience in Sales, Estimating, Kitchen & Bath Construction, Design OR Similar Positions and Familiarity with Standard Concepts, Practices and Procedures of Construction Preferred. However, your values, abilities and track record of successes are most important to us!

1. Detail-oriented, organized, and extremely dependable. (99% attendance required)
2. Capable of producing well laid out and error-free documents
3. Able to communicate effectively- both verbally and written
4. Outgoing and energetic
5. Passionate about people and providing SUPERIOR customer service
6. Experienced with either a CRM or other lead generating database
7. Proficient in Microsoft Office software programs (Word, Excel)
8. Comfortable with the sales process, not afraid to ask for the sale

### **Responsibilities: (but are not limited to)**

- Greet walk-in customers in a courteous and professional manner
- Qualify/screen prospective clients – ability to gather all necessary data to provide accurate quotes
- Answer and handle incoming inquiries by phone, email or by scheduled appointment
- Produce and send quotes to contractors and homeowners in a timely manner
- Ability to calculate figures such as discounts, percentages, square footage, etc
- Manage leads and contacts and follow through on all details
- Return calls and E-mails from CRM and website leads, proper entry/set up into customer CRM
- Conduct sales presentations, present products, and service offerings, prepare and execute contracts
- Provide admin, clerical and office sales support to all customers as needed
- Assist clients in our showroom as well as meeting them onsite to review projects
- Collaborate with other team members to meet all client needs
- Represent and attend Association meetings, as needed

### **Expectations:**

- All actions are based on Customer Service, Quality, Integrity, and Profitability.



- Each employee is to do their part in meeting and exceeding the clients' needs.
- Learn about the products we sell, and become comfortable talking about them
- Always be courteous, punctual, honest, polite, and respectful of our clients and coworkers
- Must provide a clean driving record without major violations, in order to clear our insurance standards.

Job Type: Full-Time

Days/Hours: Monday – Friday, with occasional Saturdays & Evenings

Rate of Pay: \$21-\$24 Hourly Rate, DOE + Bonus

Bonus: Monthly Team Bonus as goal is achieved

### **Benefits:**

Surface Art Countertops is committed to maintaining a positive work environment with great people who share, demonstrate, and live out our core values. We are a family-friendly atmosphere and culture.

After 90 days:

- (6) Days of Holiday Pay
- (3) Days of Sick Time off
- Medical, Dental and Vision Benefits options

After 1 year:

- (5) Days of Paid Time off per Year
- Simple IRA Retirement Plan with Company Matching

### **How to Apply:**

Send resume AND cover letter to [stephanie@surfaceartcounters.com](mailto:stephanie@surfaceartcounters.com) with the subject line: Sales & Design Consultant – [Your Name]

**Cover to Include:** A brief summary of your past experience, provide examples of how you meet the qualifications listed above and explain why you think you would be a great addition to our team.

### **About us:**

Since 1998, Surface Art Countertops has been offering fabrication and installation of stone, quartz and wood surfaces for customers in Sonoma, Marin, Napa and Mendocino Counties. Our main focus of business has been excellent customer service and quality workmanship, and numerous reviews from happy clients can be found on Houzz, Yelp, and our website. We are looking for employees that have an eye for detail and are ready to go the extra mile for every customer's satisfaction.

Keywords: Stone, Granite, Scheduling, Organizing, Customer Service, Moraware, Best of Houzz