



JOB DESCRIPTION - SUMMARY

Job Title: Gallery Sales/Support (GSS)– Omaha; experience in customer service/sales preferred.

Full time: 40 hours/week. Gallery hours: Monday-Friday 10a-6p; Saturday 10a-2p. Saturday 10a-2p is required. Exact hours to be determined.

Reports to: Rhonda Cash, Sales Director

Present a positive face to people visiting our Hunter Douglas Gallery® showroom. The GSS will be knowledgeable in all Hunter Douglas products and serve as a resource to current and potential clients. The GSS will work closely with the Sales Director, Design Consultants, and Sales Support staff to provide client(s) with excellence in customer service through the entire sales process.

Primary duties

- Be poised to greet incoming clients and convert potential leads into in-home appointments.
- Welcome clients to our Gallery® with a bright smile. Listen attentively, engage, and serve the client by answering their questions and directing them to a product which best suits their needs.
- As an expert in the world of window fashions, the GSS will establish value and educate customers in the showroom about Hunter Douglas shadings and custom fabrication options.
- By asking questions to determine client needs, the GSS will then recommend products to meet those needs. Once value is established, the GSS will provide pricing to our clients.
- Offer a complimentary in-home consultation with our Design Consultants, if necessary.
- Maintain a helpful, professional attitude.
- Align with and support both the Core Values and the Vision of Custom Blinds & Design.

Secondary duties:

- Follow company processes and use all company-provided tools as needed.
- Participate in sales and customer service training programs and utilize Custom Blinds & Design's systems and technology to ensure a positive client experience.
- Inventory/organize sample books in the Gallery®, and ensure vehicle and showroom displays/samples are updated and working properly.
- Maintain a neat, orderly, and properly working showroom.
- Ensure the timely follow up of all client needs providing positively outrageous service; return phone calls within one business day.
- Administrative writing skills, verbal communications skills, proficiency in Microsoft Office, organizational skills, attention to detail, and problem-solving skills.

The above statements are intended to describe the general nature of work performed by people assigned to this position and not to be construed as an exhaustive list of all skills, abilities, tasks and duties required. Custom Blinds & Design reserves the right to revise any job description at any time.