



Job Title: **Gallery® Sales Support (GSS) (Omaha)**

Education: High school diploma or GED required; Associates or Bachelor’s Degree preferred. Experience in customer service and administration preferred.

Hours (Full or part-time): 40hrs/week; hourly wage.
Gallery hours: Monday-Friday 10 – 6 and Saturday 10 – 2.
Saturday 10 – 2 required; exact hours TBD upon offer and hire.

Supervisor: Rhonda Cash, Sales Director

Main Functions: Floor Duty
Maintain a positive, professional attitude to fully provide our "We Believe" VIP experience, as outlined on the Custom Blinds & Design, (CB&D), website.
Ensure a quality Gallery® and phone experience
Execute proven showroom processes as outlined.

Core Values:

Family. We’re all in this together. Welcome Home.

Agape. I love my job. We love our customers. You will love what we do!

Intellectual Capital. We know our stuff.

Trust. We do what we say we’re gonna do. We’ve got your back.

Humfident. Yeah, we made up a word- We're humbly confident and we have a lot of fun!

Core Focus:

Shine your light...make someone’s day. Create lasting impressions...joyfully!

JOB DESCRIPTION

General Summary

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.

Specific Job Functions:

- Maintain a positive, helpful and professional attitude, by welcoming incoming clients to our Hunter Douglas showroom and converting them to an in-home appointment, if applicable.
- Maintain the integrity and accuracy of data by capturing client contact information, including name, addresses, phone numbers, email, referral sources, and project descriptions, and enter said data into the company database.
- Become a product expert in the world of window fashions to enlighten Gallery® customers about Hunter Douglas shadings and custom options. Ask questions, direct them to possible product solutions and always offer a complimentary in-home consultation with one of our Sales and Design Consultants, if applicable.
- Proficiently manage The Link calendar for team member appointments, client payments, et al.
- Complete Client Information Sheet, (CIS), thoroughly and include all relevant data.
- Accuracy, accuracy, accuracy in all data, whether entered into The Link, CIS or Direct Connect.
- When answering the phone, assist callers in a professional, timely manner with a literal smile on your face and enthusiasm in your tone. Return all phone calls within one business day.
- Ask questions to obtain relevant information and determine general client needs; then either solve their issue or direct them to our appropriate team member.
- Maintain an updated directory of team members, vendors and other resources.
- Report any telephone issues to IT department immediately.
- Participate in sales and customer service training programs and utilize CB&D's systems and technology to ensure our VIP experience.
- Ensure proficient communication between clients and CB&D team members.
- Process credit card payments, bank deposits and mail, as directed.
- Handle shipping and receiving of non-install product deliveries.
- Ensure Gallery® displays and vehicle samples are updated and working properly.
- Organize and inventory Gallery® sample books every month.
- Maintain a neat, orderly and properly working showroom; report any issues to the Business Director.
- Perform housekeeping duties such as, but not limited to, vacuuming, dusting, cleaning, restocking paper supplies, et al.
- Provide administrative support to all departments, as needed.
- Other duties as may be assigned by the Sales Director.

Skills and Abilities:

- Ability to maintain a helpful, professional attitude despite interruption from incoming clients or phone calls.
- Follow up skills needed to ensure clients receive a true VIP experience.
- Ability to return phone calls within one business day.
- Ability to listen and focus attentively on client questions and concerns.
- Ability to delegate tasks as appropriate, and follow-up with team members.
- Ability to use effective time management practices in all job-related activities.
- Administrative writing skills are needed, in addition to verbal communications skills, proficiency in Microsoft Office, organizational skills, attention to detail, and problem-solving skills.

Work Environment:

- Work is performed at a fast pace in an office environment with exposure to some noise. Some pressure may result due to lack of control over number of incoming phone calls or visits. Extended sitting and keyboarding physical skill is required.

Team and Client Relations:

- Responsible for good, daily attendance; be ready 5 minutes before start time.
- Responsible for respectful, positive, thoughtful communication with all team members and clients.
- Align with and support the Core Values and vision of Custom Blinds & Design.

I understand the general job description of my role as **Gallery® Sales Support**

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

, Gallery® Sales Support

Date

Rhonda Cash, Sales Director

Date