



Position: Design & Sales Consultant

Position Summary:

The Design and Sales Consultant is an enthusiastic, key Woodford Lumber and Home Team member in providing outstanding customer service. The Sales Consultant will share their skills, knowledge, and creativity to help customers' ideas become a reality for their home or project. The Sales Consultant is the primary contact for kitchen and bath design, decks, and residential housing design. The Sales Consultant also works with area contractors to sell materials for their building projects. This Team member is responsible for maintaining a compelling and updated display section of the retail store. The Consultant may travel in the North Iowa area to meet with prospective customers. The Sales Consultant also assists with point-of-sale transactions and stocking as needed.

Reports to: Manager

Supervises: N/A

Primary responsibilities:

- Welcomes customers and proactively listens to determine needs.
- Gathers data to determine product options and make recommendations.
- Establishes sale pricing based on market factors, order size, account volume, established terms, etc.
- Presents estimates/proposals to new and existing customers and follows up to close the sale.
- Adheres to established job setup and credit approval practices.
- Accurately inputs data to order products.
- Monitors status of product delivery and customer compliance with company credit policies
- Works with customers and staff regarding credit issues and collection efforts.
- Maintains up-to-date product knowledge, building and design practices.
- Works with the Manager and Assistant Manager to ensure that Woodford Lumber and Home continues to offer high-quality and relevant products from long-time or new reputable vendors.
- Maintains up-to-date sales skills and awareness of market conditions.
- Assists in inventory control

Education and Experience:

Sales experience in the building industry or related field is required. High school degree required; additional education is preferred.

Knowledge, Skills and Abilities

The following are required: ability to read blueprints. computer and technology skills with MS Office products and basic computer operations. Strong relationship-building, listening and written and verbal communication skills.

The following skills are preferred: drafting and design skills, cabinet design skills, and material take-off skills. Also, strong mathematical skills, including construction math and pricing/gross margin calculations are preferred.

Physical Requirements: The employee must be physically able to regularly sit and work on a computer for up to four hours at a time and frequently perform tasks with repetitive motion.

Workplace Environment: The usual indoor environment is in a temperature-controlled space, generally subject to some noise level associated with customer transactions, telephone conversations, and human interaction between team members, customers, and suppliers.

Must have a valid driver's license with good driving record.

**All Woodford Lumber and Home job descriptions are to be used as general guidelines for each job and are subject to periodic review and change as warranted. November 9, 2023*