**Job Description**

Home Sales Consultant

**Reporting To**

Store Manager

**Personal Qualities**

A genuine desire to help customers find the right product for their needs. You must be respectful and make the customer feel comfortable in their own home. You need to enjoy being part of a team and want to deliver exceptional service before, during and after the sale. Should be self-motivated and enthusiastic at all times.

**Key Responsibilities**

* To exceed personal sales and conversion targets
* Deliver an outstanding service to all customers that exceeds their expectations
* Maximise the conversion rate of internet leads by presenting suitable products to the customer in the home
* To prepare a detailed and accurate plan with the ability to provide an onsite quote
* Measure for multiple stores and be flexible on working patterns
* Maintaining a high standard of personal presentation and complying with Company dress code
* To carry out all customer inspections as requested and produce a detailed report
* Maintain the presentation of the van and sample displays
* Excellent communication skills and a good listener
* The ability to work as part of a team
* The ability to handle complaints in difficult situations
* Computer administration and basic maths skills
* Must be detailed in processing customer orders correctly
* To comply with all Health and Safety and security requirements set out by the Company