



# Sales Specialist

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With more than 40 years in the retail industry, Homemakers Furniture is a leader in providing affordable home furnishings to the state of Iowa. We seek employees who are dedicated and passionate about their work. We are seeking a highly motivated candidate to join our dynamic team.

This retail sales role has a **paid training** period with **no cap on earnings**. Our sales specialists make an average of \$56,000 annually. Top producers earn up to \$80,000 in a high-traffic environment where the customers come to you. **No cold calling!**

## **BENEFITS**

When you join the Homemakers team, you are joining a family-operated organization with a rich 40-year history in the retail industry. With the backing of Nebraska Furniture and Berkshire Hathaway, we are continuing to grow. With our family and growth-oriented culture, a career with Homemakers includes great opportunities for advancement, set schedule options, competitive pay, and fantastic benefits.

**AS A FULL-TIME SALES SPECIALIST, YOU WILL ENJOY THE FOLLOWING BENEFITS:**

- Multiple **SET** schedule options, 4 or 5 day work week, with a 38-40 hour work schedule
- Comprehensive paid training program
- Medical, dental and vision insurance
- Pre-tax Flexible Spending Accounts (health and dependent care)
- Company-paid life insurance
- 401(k) with company match
- Profit sharing
- Short-term disability
- Employee assistance program
- Employee discounts (including Nebraska Furniture Mart)
- Closed most major holidays
- Paid time off
- Paid holidays
- Opportunities for advancement

## **POSITION SUMMARY**

As a Sales Specialist, you will provide world class service to Homemakers customers in a team-oriented environment. You will circulate the sales floor while greeting customers in a timely and professional manner. Your focus will be on providing excellent customer service, overcoming objections, and closing sales. You will partner with other sales specialists or customer service teams, when necessary, to ensure prompt and thorough problem resolution. Other responsibilities

## **ESSENTIAL POSITION ACCOUNTABILITIES**

- Maneuver the sales floor to assist customers with selections to beautify their homes
- Work independently while displaying a team player attitude
- Apply concepts and skills taught from training
- Maintain the integrity of company values
- Continually increase product knowledge
- Provide excellent customer service
- Effectively and efficiently process orders utilizing the computer system
- Interact professionally and respectfully with customers, coworkers, managers and other departments
- Track on a monthly basis customer sales and goals
- Meet monthly furniture protection plan requirements and track performance towards goal
- Maintain a professional, positive manner and appearance at all times
- Perform follow-through initiatives for customer satisfaction
- Adhere to all company-related policies regarding operational and safety protocols
- Help ensure showroom is clean and presentable to customers
- Self-driven to continuously increase customer base
- Provide feedback to management regarding efficiencies, safety and productivity

- The above responsibilities and additional duties may vary as assigned

#### EDUCATION/WORK EXPERIENCE REQUIRED

- High School Diploma or GED
- 1-2 years' experience in retail sales and/or customer service
- Home Furnishing or Interior Design product knowledge a plus

#### KNOWLEDGE, SKILLS AND ABILITIES

- Basic computer skills
- Outstanding written and verbal communication skills
- Ability to think creatively to provide customers with the best solution
- Effective, professional interpersonal skills required to interact with customers and coworkers
- Analytical skills to solve problems and offer alternative solutions to customers
- Ability to organize work efficiently and simultaneously manage multiple tasks
- Ability to maintain confidentiality when applicable

#### BEHAVIORAL EXPECTATIONS

- Respect - Follows Homemakers Core Values of honesty, integrity, customer loyalty, quality products and services, teamwork and cost effectiveness.
- Motivation - Commitment to the assigned task. Sets and achieves challenging goals, demonstrates persistence and overcomes obstacles. Measures self against standard of excellence. A self-starter. Takes calculated risks to accomplish goals.
- Quality - Demonstrates accuracy and thoroughness. Looks for ways to improve and promote quality. Applies feedback to improve performance. Monitors own work to ensure quality.
- Quantity - Willing to work with a sense of urgency. Meets productivity standards, completes work in timely manner and strives to increase productivity.
- Teamwork - Demonstrates a willingness to work with a team.
- Adaptability - Demonstrates a willingness to adapt to changing circumstances and workflow.
- Attendance - Is consistently at work and on time. Ensures work responsibilities are covered when absent. Arrives at meetings and appointments on time.

#### PHYSICAL EXPECTATIONS

- Standing and walking for long periods of time

#### ENVIRONMENTAL CONDITIONS

- Will work indoors
- Conditions may include hot/cold temperatures, dusty surroundings and noisy work environment

Background check and pre-employment drug screen are required.  
Homemakers is a tobacco- and drug-free workplace. EOE