



Job Description – Sales Assistant

Our company motto “More Than a Door” means that every member of the Smoker Door Sales team strives to provide exceptional service to every person who takes the time to reach out to us.

We place a tremendous amount of trust and also have high expectations of all the members of our Sales Team. As the face of our company to the public, these team members must operate with a high level of professionalism at all times, even in challenging circumstances.

Like all members of the Smoker Door Sales team, the Sales Assistant must have an attitude of humility and eagerness to learn. They must have a hunger to continually grow in their skills and knowledge of the overhead door industry so that we can continually improve our ability to provide exceptional service to our customers.

The primary objectives of this position are:

1. To serve our customers well by ensuring that our phones are answered promptly by a live person who is friendly, professional, and above all helpful.
2. To set our office staff up for success by ensuring that the calls that reach their desks are vetted and timely – to the greatest extent possible.

Essential Duties:

Overview: The Sales Assistant position is an entry-level support role that will allow new team members to become effective contributors quickly while they learn our industry and our policies, procedures, and culture. The Sales Assistant position provides a way for new team members to demonstrate success in serving customers and colleagues which will be a critical consideration in opportunities for promotion to Sales Associate.

Day-to-Day activities of a Sales Assistant:

1. Answer phones – Assist other office colleagues by acting as the first point of contact on phones. Cheerfully and efficiently understand the needs of the caller, gather information appropriate for the situation and direct them to the appropriate person – setting up that colleague for success. The following are a few common scenarios:
 - Service – gather information, create service orders, hand off to scheduling
 - Homeowner / Contractor Sales – gather information, create opportunity, hand off to the appropriate sales team colleague
 - Wholesale -- gather information, create opportunity, hand off to wholesale
 - Learn and provide answers to common questions / provide basic pricing on common items such as residential openers
2. Work closely with other colleagues to ensure 100% coverage for phones and storefront:
3. Assist customers who come into the sales office:

- Write basic material orders
 - Process payments
 - Gather basic parts such as rollers and hinges
4. Assist the Sales Team with administrative tasks:
- Prepare quotes, presentations, agreements, etc.
 - Assist with contract completion, collection of sales deposits etc.
 - Send correspondence to customers;
 - Act as point person for customer experience -- send follow-up surveys to customers, manage google reviews, etc.
5. Assist with other office and administrative functions as necessary:
- Bank / Post Office / Store
 - Order office related supplies
 - Attend and support company meetings and events
 - Support the team with other duties as required or as directed by supervisor

Schedule:

- Business hours are 7:00 AM to 5:00 PM – Monday through Friday
- Coordinate with colleagues to set a 40+ hour work schedule while maintaining 100% coverage of the phones and storefront
- Periodically (once per month or more) meetings or other events require a start time of 6:30AM or earlier

Qualifications:

High School Diploma or GED

Driver's license and clean driving record helpful

Clean background check

Cheerful disposition and a desire to serve and help customers and colleagues

Excellent phone / communication skills

Good general computer skills (Word, Outlook, Excel) and demonstrated ability to learn new applications

2 years + experience as front-line phone / customer service person helpful but not required

Reports To:

COO/General Manager

Classification: Full Time - Hourly