

Island Home Center & Lumber

The Kitchen Design and Salesperson will be responsible for selling, ordering, organizing, maintaining, and overall well-being of the Cabinet Department.

Profit Maximization

- Drive sales to exceed financial goals by providing customers with Distinctive Designs and excellent customer service.
- Successfully execute Special Events to help drive sales.

Operational Execution

- Prioritize workload to complete tasks promptly.
- Execute standard operating procedures.
- Ensure compliance with company policies.

Customer Experience

- Exhibit knowledge of the importance of an exceptional customer experience for all reasonable customers.
- Ensure timely communication with customers concerning order lead times and deliveries.
- Determine customer's expectations on individual projects and ensure proper follow-through to meet the goal.

Results

- Analyze data to set priorities and translate goals into action plans.
- Consistently strive for growth and results with Cabinet and related products.

Identifies and Solves Problems

Identifies problems as opportunities, looks beyond the obvious, develops options, and executes the best options through coordination with other managers and team members. Keeps the goal in the forefront until solved.

Measuring Performance

The Kitchen Design and Salesperson's performance is measured by:

- The ability to coordinate timely orders with overall sales and profits.
- The customer experience that is displayed to outside and inside customers.
- Knowing what needs to be said and what action must be taken. Provides on-time, direct, complete, respectful, and actionable feedback to others

Customer Focus

- Manage with customers in mind. *Reasonable* customers are always right!
- Understands how operational execution directly affects the customer experience.
- Establishes and maintains relationships with customers, vendors, and team members through respectful and effective communication.

Education

- Bachelor's/associate degree preferred or High School graduate/Equivalent.

Physical Requirements

- Ability to occasionally lift, push, and pull up to 50 pounds.
- Requires sitting and working with computer programs regularly.
- Requires job site visits meeting with customers and contractors to measure and design kitchens, bathrooms, and related products.

Availability

- Able and willing to work a flexible schedule. Including evenings, holidays, weekends, and overtime as necessary to meet the needs of the business.
- Regular attendance is an essential function of the job.
- Willing to work on Saturday or Sunday for appointments with customers if necessary.

Qualifications:

- Four years of retail experience selling and designing Kitchens, Bathrooms, and related products.
- Knowledge of 20/20 design software.
- Knowledge of industry benchmarks for expected gross profit on sales of cabinets and related products.
- Detail-orientated, organized, and analytical.

- Ability to explain Net Revenue, Gross Profit, and Net Profit.
- Ability to Calculate gross profit and set selling prices.
- Knowledge of cabinet and countertop vendors in the Pacific Northwest.
- Experience purchasing and pricing products for Retail sales.

Wage: \$50,000 - \$80,000/year commensurate with experience

