

Retail Sales Associate – Fireside Hearth & Home - Arnold

Responsible for selling hearth & barbecue products, services, and accessories by engaging the retail store guest and developing a whole-hearth solution to meet their needs.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Analyze customer needs, present solutions, and add value through delivery of products and services.
- Provide a consistently excellent customer service experience by maintaining the highest degree of courtesy, confidentiality, and professionalism.
- Prospect for new business by developing leads through customers visits to the store, participation at local events, and/or at trade shows. Follow up on all leads and estimates in a timely manner.
- Monitor customer satisfaction through follow-up communications after the sale.
- Maintain strong knowledge of new products, accessories, installation, pricing, promotions, and service features.
- Engage and educate customers through the use of product demonstrations, documentation, and virtual tools.
- Resolve customer issues or complaints by determining optimal solutions.
- Meet sales objectives and report results by tracking sales activity
- Handle phone inquiries from customers on billing issues, product changes/upgrades, or installation/service.
- Interface with other locations on customer's behalf when necessary, maintaining effective communication with all departments involved in the customer sale.
- Handle all administrative aspects of the existing accounts including: completing customer contracts and warranties, scheduling previews and installations, collecting customer payments, and filing the completed orders.
- Maintain product displays, merchandising standards, and store appearance.
- Responsible for the successful completion of store opening and closing procedures as required.
- Demonstrate effective consultative sales techniques and closing skills.
- Attend and successfully complete all company provided training as required.

JOB REQUIREMENTS

REQUIRED EDUCATION and/or EXPERIENCE

- 4-year bachelor's preferred
- 2-3 years retail sales experience (Hearth, home or industry related experience preferred)
- Basic knowledge of construction
- Past experience in working in a dynamic, fast-changing environment that requires a high degree of multi-tasking with minimal supervision
- Strong interpersonal, verbal, and communications skills.
- PC proficiency in Microsoft Excel & Word required (QuickBooks experience preferred)
- Must enjoy working with the public
- Organized with good time management skills
- Able to work most Saturdays

Competitive Pay – Benefits – 401k – Vacation/Sick Pay

Be Ready to start ASAP

917 Arnold Commons Drive, Arnold, MO 63010

www.ArnoldStove.com

Email resume to arnoldstove@arnoldstove.com