



Visit our Design Center

(239) 257-3295

1213 Cape Coral Parkway E.

Cape Coral, Florida 33904

Remodel Sales Associate

Job Description: The Sales Associate will be responsible for responding to remodel requests from potential clients and leading them through the sales and pre-construction process to the finalization of the contract.

Responsibilities/Duties:

- Meet with clients at Subdivisions/Jobsites
- Follow up with clients
- Working with the designer to make plan changes necessary for clients
- Explaining the standard features of the remodel project and design specifications
- Working with estimator to establish pricing and any changes that clients may want to make
- Explaining upgrade features available to the homeowner
- Executing contract with the clients after upgrade features have been added
- Meeting with project manager, estimator, and clients to have a pre-construction meeting
 - The Sales Associate is responsible for and will be held accountable for the timely completion of getting clients through the process all the way to the execution of the contract.
 - This includes taking phone calls or emails from potential clients, and leading the way through the process
 - excellent customer service skills
 - have knowledge of all of our in-stock products to make recommendations to clients based on their wants/needs/budget.
 - meet with the clients, meet at the home site, and will coordinate the pricing of the home with the estimator.
 - Knowledge of the standard features in the home are essential to being able to communicate to the client what they are receiving. Any upgrade features that are needed will be documented and will be priced by the estimator before given to the client.
 - General knowledge of materials and methods used in the construction process
 - Customer Service - Manages difficult or emotional customer situations, responds promptly to customer needs, solicits customer feedback to improve service, responds to requests for service and assistance, and meets commitments.



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- Interpersonal Skills - Focuses on solving conflict, not blaming, maintains confidentiality, listens to others without interrupting, keeps emotions under control, remains open to others' ideas and tries new things.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations, listens and gets clarification.
- Written Communication - Writes clearly and informatively, edits work for spelling and grammar, varies writing style to meet needs.
- Teamwork - Balances team and individual responsibilities, exhibits objectivity and openness to others' views, gives and welcomes feedback, contributes to building a positive team spirit, puts success of team above own interests, able to build morale and group commitments to goals and objectives, supports everyone's efforts to succeed.
- Planning/Organizing - Prioritizes and plans work activities, uses time efficiently, plans for additional resources, organizes or schedules other people and their tasks, develops realistic action plans.
- Professionalism - Approaches others in a tactful manner, reacts well under pressure, treats others with respect and consideration regardless of their status or position, accepts responsibility for own actions, allows through on commitments.
- Quality - Demonstrates accuracy and thoroughness, looks for ways to improve and promote quality, applies feedback to improve performance, monitors own work to ensure quality.
- Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- Dependability - Follows instructions, responds to management direction, takes responsibility for own actions, keeps commitments, commits to long hours of work when necessary to reach goals, completes tasks on time or notifies appropriate person with an alternate plan.

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____