



Job Description

Decorative Concrete Sales Associate I

Salary Range: \$8 - \$13 per/hr

Working Hours: Monday – Saturday (40 hrs a week) Varies by location

Job Summary:

Super Stone, Inc. are pioneers of the decorative concrete industry serving concrete contractors with quality products, support, and training for over 50 years. Super Stone's headquarters is located in Miami, FL with additional fully stocked warehouses.

This position is responsible for providing legendary sales and customer service by offering helpful solutions to customers' decorative concrete needs. This includes checking stock, driving sales, building sales skills and product knowledge and maintaining safety, security and integrity. The specific duties and responsibilities may change or be increased as assigned and include, but are not limited to:

Principal Duties and Responsibilities:

- Opening & closing store as scheduled.
- Welcome customers and identify their needs.
- Answer phone calls and perform clerical duties as needed.
- Demonstrate product knowledge including merchandise features, proper usage and benefits to maximize sales.
- Ask targeted questions to upsell and cross-sell to customers.
- Operate POS system, cash drawer, and email system.
- Receive cash and enter payments made by credit cards and check the correspondence of sums received with the orders.
- Create new customer accounts with appropriate pricing structure attached and update customer records as needed.
- Adhere to all company requirements for pricing, quotations, and customer account management.

- Prepare coffee, maintain a clean work area (taking out trash, cleaning bathrooms, cleaning showroom floors, dusting, and cleaning windows) and ensure office equipment is working and all printers have paper.
- Reconcile cash drawers and obtain verification from manager daily.
- Ensure office area is neat and orderly, well supplied and equipment is functioning properly. Perform other administrative tasks as needed.
- Maintain showroom and ensure latest products are displayed along with up-to-date slideshow on TV monitor.

Education & Language:

- High School Diploma or GED.
- Preference will be given to candidates with industrial supply retail sales experience.
- Able to read, write and converse in English & Spanish.

Experience, Knowledge, Skills and Abilities:

- Willing to learn products, specifications and standards, be receptive to feedback and embrace continuous improvement opportunities.
- Experienced in Microsoft Office, Outlook, & QuickBooks.
- Must be customer service oriented and able to interact with the public and vendors in a professional manner.
- Able to present a professional image to customers, with strong oral and written communication skills.
- Able to work independently and in a team environment.
- Ability to work efficiently in a fast-paced environment and be detailed-oriented with good organizational skills.

Physical Demands & Working Conditions:

- Pre-employment drug and background screen; random drug testing applies.
- Must be able to lift 35 lbs.