



## POSITION DESCRIPTION

<b>Position:</b>	Showroom Sales Consultant
<b>Location:</b>	Branch
<b>Reports to:</b>	Showroom Sales Supervisor or Branch Manager
<b>Staff Responsibility:</b>	None
<b>Functional Relationships with:</b>	Branch Manager Other Branch Staff Support Office Staff CDF Staff Suppliers

***This Position is part of a Team...***

***In Plumbing World, we rely on teams of people (e.g. in the branch, in the Support Office, throughout the Company) to meet all of the needs of our customers.***

***While this Position Description outlines the key duties and responsibilities of your own position, you may be required to undertake duties and responsibilities of other team members, as the needs of our customers and Plumbing World's business needs dictate.***

***In Plumbing World, we recognise that the needs of our customers will be best met through a customer service focus and team approach.***

**1. PRIMARY OBJECTIVE(S):**

To be responsible and accountable to your Reporting Manager for the effective, efficient and accurate completion of assigned sales and showroom duties to ensure the needs of our customers are met.

**2. KEY RESULT AREAS:**

The Key Result Areas for this position are as listed in this section and as agreed with your Reporting Manager as part of Staff Development reviews.

The position also requires the undertaking of such other duties as may be required from time to time as assigned by your Reporting Manager.

**Health and Safety**

The wellbeing of our staff and others is a value that Plumbing World holds very high. The Showroom Sales person must demonstrate a high level of awareness and compliance of the Company's Health & Safety policies and procedures including:

1. Ensuring the showroom is a healthy and safe environment for all staff and visitors.
2. Responsibility for ensuring our health and safety principles, policies and procedures are adhered to at all times.

**Customer Service**

1. Ensure that an exceptionally high standard of customer service is maintained at all times in line with your Reporting Manager's direction and expectations.
2. Maintain good relationships with all current and potential NZPM shareholders, customers, suppliers and distributors within assigned areas.
3. Ensure the showroom counter, floor and stock are tidy and well presented at all times.

**Product Sales**

1. Assist in the achievement of planned sales targets for the Branch.
2. Effectively assist in the physical movement of product and materials to and from the showroom.
3. Assist in the maintenance of a good quality delivery service to all customers as required.
4. Actively seek new shareholders for NZ Plumbers' Merchants Ltd through client contact at the showroom counter.

5. Actively pursue new sales opportunities and add-on sales with customers, including actively supporting product promotions.
6. Provide an appropriate face and image of the Company to customers at all times, including meeting customers' needs where appropriate and being respectful of the customer's premises and personnel.
7. Provide a professional in-branch sales consultancy service to potential 'house-lot' customers by: -
  - Advising on, and supplying brochures for, suitable product.
  - Preparing an accurate, professional, competitive quotation.
  - Contacting the customer within an agreed period of submitting the quotation to ascertain the likelihood of obtaining the sale.
  - Accurately documenting and dispatching goods purchased on behalf of the customer.
  - Completing all financial arrangements associated with the sale and assessing credit worthiness where applicable.
  - After-sale contact to ensure that the customer is fully satisfied with the goods and service provided by Plumbing World Limited.
  - Give priority to selling goods to the customer which are exclusive to Plumbing World Limited and its subsidiary companies.
  - Source work for Plumbing World Shareholder Plumbers by recommending them to customers for installation of product purchased.

### **Showroom Display**

1. Merchandise in-store product to ensure that a positive visual effect is achieved which will maximise the sales potential of the products.
2. Ensure the displays are regularly updated to maintain interest and variety for customers.
3. Liaise with your Reporting Manager to develop in-store promotions for specific product lines.
4. Be responsible for ensuring that planned promotions are actioned in the time frame determined.

### **Stock Control**

1. Assist the Branch Inventory Controller in ensuring the stock records are accurate at all times by informing them of any showroom stock issues.
2. Participate in stock-take exercises as required.
3. Assist the Branch Inventory Controller in merchandising and storing goods on the day of delivery to the Branch if required and ensure all stock is stored tidily in line with Branch stock control standards.
4. Actively monitor showroom stock levels by walking the displays as directed by your Reporting Manager and taking appropriate action.

### **Company Policies and Procedures**

Understand and apply the Company's policies and procedures appropriately as they impact on the position and assigned areas of responsibility.

### **Communication**

Ensure communications are appropriate at all times and in line with the CHORD (Clear, Honest, Open, Respectful and Direct) communication principles.

### **General**

Accept other duties and responsibilities which may from time to time be required by your Reporting Manager.

## **3. PERSONAL CHARACTERISTICS:**

The person appointed to the position is expected:

1. Demonstrate a good standard of oral and written communication skills.
2. Demonstrate a strong commitment to delivering excellent internal (staff) and external customer service.
3. Demonstrate flexibility and the ability to cope effectively with changing demands and schedules at short notice.
4. Be an active team player, demonstrating the skill to work as part of a team co-operatively whilst also being able to work independently from time to time.
5. Demonstrate experience or potential proficiency with computer systems where there is a requirement for this.
6. Be precise, accurate and attentive to detail.

7. Ensure that the honesty, credibility and integrity of the position is maintained through excellence in performing required duties, positive attitudes and a strong will to carry out assigned tasks to the very best of their ability.

**4. QUALIFICATIONS:**

Where the Reporting Manager requires, the incumbent is required to hold a current driver's licence appropriate for the type of vehicle(s) and circumstances under which the vehicle(s) will be driven.