



Sales Consultant

Name: _____

Supervisor: _____

Position Summary: The Sales Consultant serves our customers with a “raving fans” mindset. This role manages the sales cycle from the first inquiry through project completion by asking great questions, educating customers on product quality, and ensuring clear, timely communication. Success in this position requires strong follow-through, attention to detail, and a passion for building positive customer relationships.

Primary Duties & Responsibilities

Sales & Customer Service

- Prepare accurate quotes for customers using established pricing and product knowledge.
- Follow up on proposals through phone calls and emails.
- Maintain regular communication with customers, providing updates and ensuring a high level of service.
- Assist with home shows, open houses, retail events, and trade shows.
- Send thank-you notes, request testimonials/referrals, and provide ongoing customer support.

Order & Project Support

- Track order progress and provide updates to customers throughout the process.
- Review orders to ensure all necessary details are complete and accurate before production.
- Answer customer questions about products, structures, and processes.
- Assist with preparing and maintaining support materials such as thank-you cards, packets, and brochures.

Sales Development & Growth

- Contribute to the development of sales projects, goals, and initiatives to drive business growth.
- Collaborate with leadership to set measurable sales targets and track progress toward goals.
- Identify opportunities to improve sales processes and customer engagement.
- Support the execution of marketing initiatives such as weekly email blasts, lead follow-up, and event campaigns.

Required Skills & Abilities

- Strong communication skills (phone, email, written) with ability to connect authentically.
- Proficient with computers; strong knowledge of Microsoft Office (Word, Excel, Outlook, PowerPoint, Publisher).
- CRM experience a plus.
- Attention to detail in quotes, orders, and data entry.
- Strong math skills and ability to visualize construction of structures.
- Self-motivated and comfortable making outbound calls (including cold calls).
- Team player who thrives in a fast-paced environment.

- Positive, professional, and resilient under pressure.
- Creative and solutions-driven, able to take initiative on new projects.

Education & Experience

- High School Diploma or equivalent required.
- 1–2 years sales or customer service experience preferred.
- Construction or carpentry experience a strong plus.

Working Conditions:

- Primarily on-site at customer locations, job sites, and company headquarters.
- May involve occasional evening or weekend work based on project needs.
- Start-up environment with evolving priorities and hands-on responsibilities.

Physical Demands:

- Ability to walk, stand, bend, and lift throughout the workday
- Must be able to lift up to 50 pounds occasionally
- Comfort working outdoors in various weather conditions
- Ability to safely navigate active job sites

Signature

Date