

## **Inside Sales - FLOORING**

### **Gluck GmbH Corp is looking for a Qualified Flooring Inside Sales Associate**

Gluck GmbH Corp is a flooring importer/distributor located in Doral, Florida since 2010. We are constantly growing and currently looking to add a new member to our customer service associate team. Our number one priority is to give a top notch customer service.

#### **POSITION DESCRIPTION**

Seeking motivated, high energy, responsible individual to assist customers with tile, hardwood, and laminate purchase decisions. Responsible for providing quick, friendly customer service by answering questions, providing purchase assistance, expedite orders. We offer a friendly, casual, busy work environment. Candidate must be available to work Saturdays 1/2 day.

#### **MAJOR RESPONSIBILITIES**

- Maintaining composure in dealing with customers, authorities, executives, clients, and staff, occasionally under conditions of urgency and in pressure situations.
- Greet every customer in a helpful and courteous manner
- Process customers order using QuickBooks accounting software.
- Process customer refunds and exchanges according to established guidelines.
- Follow established cash, check and charge card acceptance procedures.
- Prepare sales orders, work order, invoice and packing slip.
- Estimate quantity & cost of merchandise required & compute sales prices, total purchases, and receive & process cash or credit card payment.
- Answer the telephone according to accepted guidelines.
- Ability to apply basic mathematical concepts such as adding, subtracting, multiplying, dividing and knowledge of weights and measures.
- Understand and respond appropriately to basic customer inquiries.
- Ability to operate store equipment (including but not limited to telephone, hand radio system, copiers, fax machines, computers).
- Possess the ability to follow-up in a timely and professional manner with customers on all requests or concerns.
- Gain & maintain knowledge of products, current sales & promotions, policies regarding payment, credit, returns, exchanges, refunds & security practices.
- Arrange for delivery, installation, according to company policies & procedures.
- Be alert, on time, & always present a professional appearance.
- Proactive problem solving skills; acting from a baseline of common sense & good judgment
- Excellent verbal & written communication skills

#### **QUALIFICATIONS**

- Proficient with computer systems such as Microsoft Office tools including Word, Excel, and Outlook. Able to navigate basic proficiency in Quickbooks accounting software is preferred.
- Must be detail oriented with a concern for quality expressed by continually initiating system and process improvements
- High School diploma min required
- 1 year prior experience in Sales preferred.

- Strong follow-up skills
- Fully Bi-lingual (Spanish/English) preferred
- Be able to work M-F 8:30am-5:30pm and Saturday 8:30am-12:30pm

#### **BENEFITS**

Compensation: \$350 per week + 2% commission

Paid Vacation after first year

Excellent medical program (after 90 days of employment)

Closed Thanksgiving, Christmas, and Easter