

Members of our sales team will have the following primary responsibilities:

- Welcome clients in the showroom and help them fall in love with a floor that is best suited for their needs, wants, and budget.
- Build long lasting relationships with new and current clients including contractors, builders, and businesses in the area.
- Measure, draw diagrams, estimate and close sales in office and/or at clients' homes/ job site.
- Place orders for materials needed to complete your clients' floor.
- Keep showroom well organized and clean.
- Keep up to date with all installation standards and procedures, along with the suggested maintenance for all the flooring products we offer.
- Keep up to date with the newest floor covering, decorating, and design trends.

When selling to the public, knowledge of your product is key. Most people don't buy flooring often, and they want to get the best possible product for their budget. As a flooring salesperson, help your customers by walking them through the different flooring options, asking questions to help narrow down their product selections. Once they've decided, then the paperwork begins. Setting appointments to measure the area that needs flooring and for the installation is typically part of your job, as is writing up the final contract that shows a binding quote. You must also troubleshoot issues, like the installers not showing up on time, arriving with the wrong product, or additional work needed that was not visible while measuring.

Ongoing training is vital to success as a flooring salesperson. You must stay on top of new developments in the industry, such as using recycled flooring or flooring from renewable resources, and be able to discuss the differences between them and more traditional flooring. Learning about new flooring care products or techniques helps you sell as well -- customers might shy away from flooring they believe is high-maintenance until you demonstrate how easy it is to clean with the right products. Training also helps you understand the latest trends in real estate and flooring, helping you guide your customers to the right product, depending on their needs. If hardwood is all the rage, for example, you can recommend it instead of carpet for customers trying to get their homes ready to sell.

Selling flooring means spending a good bit of time outside the office. You can't rely on a customer's measurements in most cases; you must travel to the customer's home or business and complete the measurements yourself. Exact measurements are key to profitability -- ordering too much product can mean expensive overstock, and ordering too little leaves you with a job delay and an unhappy customer. Drawing a floor plan with your measurements helps you more accurately estimate how much flooring is needed and how long the installation should take.