



Job Description, February 2015

Position: Flooring Install Specialist, In-Home

Reports to: Quality Assurance Manager

Overview: The Flooring Install Specialist is responsible for providing in-home flooring consultation services with a focus on customer service excellence. Performance will be measured on converted orders, cycle time and voice of the customer feedback.

Roles and Responsibilities:

Sales and Customer Service:

- Provide in-home consultation and quoting services on flooring products and installation projects; work with customers to find what they want, create solutions and ensure a smooth sales process.
- Measure, document and calculate appropriate product and labour requirements that allow for a quality installation with minimalized waste. Where applicable, calculate and communicate the total project price; and ask for the sale.
- Inform customers of the after the sale process; discuss and provide tips on what the customer can do to better prepare their jobsite for installation day.
- Offer flexible and convenient appointment times for customers, which may include same/next day, evening and weekend appointments.
- Be a “subject matter resource” in the area of installation best practices and flooring products for all types of flooring surfaces.
- Develop and maintain strong working relationships with store associates and leadership teams; assist in generating qualified flooring installation leads in the Home Depot showroom.
- Maintain a keen awareness about competitive activity; understand and effectively communicate the Home Depot Value Proposition; keep abreast to the product and services that Home Depot offers.
- Express gratitude by “thanking” the customer for their business.

Order Processing:

- Receive leads, schedule appointments, and provide daily updates to the Customer Service Center.
- Complete measure forms and sales documents.

Qualifications:

- Superior customer Service skills with a minimum of 2 years in the customer service industry. Proven success in closing sales and overcoming customer objection is considered an asset.
- Flooring experience is considered an asset but not a requirement, as we will train the right individual.
- Fluent in English with strong written and oral communication skills. Bilingualism may be required depending on the demographics of the market.
- Strong skills in Microsoft Office Suite.
- Willing to work evenings and weekends.
- Valid driver’s license with reliable vehicle. Successfully pass a criminal record/background check.