

## Role Profile

<b>Position Title</b>	Furniture Sales Consultant	<b>Reports To</b>	Store Operations Manager/Store Manager
<b>Location</b>		<b>Direct Reports</b>	Nil
<b>Last Updated</b>	August 2013	<b>Required Drivers Licence</b>	Preferred

### ROLE PURPOSE

To make and maximise sales by utilising effective selling skills and tools by providing prompt, friendly and enthusiastic customer service and exceeding the customers needs.

### KEY ROLE RESPONSIBILITIES

**The primary role of a sales consultant is to write sales and serve customers.**

#### Sales and Procedures

- Achieve and/or exceed company set individual sales targets.
- Achieve and/or exceed company benchmarks for ATV (average transaction value) and strike rate relevant to location.
- Use the Sales Success process to generate sales, with particular attention to acknowledging customers and closing the sale
- Follow up on all quotes within 5 days of issue.
- Maintain up-to-date detailed knowledge of products and sources of product information to enable responses to customer queries and to relate product characteristics to customer needs
- Maintain up-to-date knowledge on all promotions available including GE finance and current company advertising.
- Promote Decorator, GE Finance, Gift Registry and other Freedom services
- Conduct sales, customer orders and organise deliveries in accordance with company processes and procedures including finance acceptance
- Effectively use the computer system.
- Participate in any sales competitions or training initiatives as directed by Support Centre or store management.

#### Customer Service

- Provide high level of customer service and advice in all dealings with customers
- Ensuring customers are aware of Self assembly requirements. Lead-times and delivery options.
- Adhere to Freedom's procedures when dealing with customers over the telephone, ensuring a professional and helpful approach when handling enquiries, complaints, etc
- Understand the role of Freedom Customer Service in relation to the store and customers, and be able to efficiently and effectively refer customers to FCS
- Answer the phone, transferring calls and taking clear messages when required

#### Visual

- Maintain housekeeping, ensuring dusting, glass cleaning, timber polishing and other maintenance tasks are regularly performed
- Conduct regular checks to ensure floor stock is maintained, including rectifying damages to floor stock.
- Assist with floor changes when required.
- Maintain ticketing to ensure all products are accurately ticketed.

#### Human Resources

- Take ownership of your learning and development needs, including ensuring completion of all e-learning modules
- Attend/participate in product knowledge and other relevant training

## GENERAL RESPONSIBILITIES

### General

- Project and protect Freedom's image in all aspects of professional behaviour
- Maintain uniform standards and personal appearance in accordance with Freedom's standards
- Assist with stocktake preparations and execution
- Ensure security procedures in all areas of the store are followed, including the prevention of theft through the use of excellent customer service.
- Perform ad hoc duties and support other departments when required
- Observe and adopt the company values

### Occupational Health and Safety

- Take reasonable care of the health and safety of themselves and visitors
- Follow all safety instructions
- Comply with Steinhoff Asia Pacific's Occupational Health & Safety system, ValueSafe
- Comply with the Steinhoff Asia Pacific's return to work program
- Report all hazards to supervisors immediately
- Report all incidents to supervisors within 24 hours
- Make suggestions to supervisors to improve safety
- Cooperate on safety related matters and training
- Not interfere with or misuse things provided for the health, safety or welfare reasons

## COMPETENCIES

Technical	Level of competence required for the role
Experience	<ul style="list-style-type: none"> <li>▪ Interest in furniture and home furnishings</li> </ul>
	<ul style="list-style-type: none"> <li>▪ Previous experience working in a sales environment and achieving sales targets.</li> </ul>
Behavioural	
Safety	<ul style="list-style-type: none"> <li>▪ Takes personal responsibility for safety and actively promotes safety in the team and work environment</li> </ul>
Communication	<ul style="list-style-type: none"> <li>▪ Proactively engages team and individuals using a range of communication means.</li> </ul>
Customer Focus	<ul style="list-style-type: none"> <li>▪ Understands, anticipates and provides solutions to meet the needs of customers.</li> </ul>
Commerciality	<ul style="list-style-type: none"> <li>▪ Understands and seeks to improve the Company's competitive position.</li> </ul>
Results Orientated	<ul style="list-style-type: none"> <li>▪ Strong drive to achieve results and exceed expectations.</li> </ul>
Solutions Focused	<ul style="list-style-type: none"> <li>▪ Able to evaluate situations and apply effective solutions to problems. Challenges existing systems and processes.</li> </ul>
Innovation	<ul style="list-style-type: none"> <li>▪ Generates and implements new ideas and solutions to meet customer and Company needs.</li> </ul>
Strategic & Analytical Thinking	<ul style="list-style-type: none"> <li>▪ Considers the larger business environment and selects an appropriate course of action to get the best possible result for the Company.</li> </ul>

## SUCCESS CRITERIA

### Operations

- |   |   |
|---|---|
| ▪ Achieve 100%> individual sales target | Store e-learning module completion 100% at 3 months |
|---|---|

## ACKNOWLEDGEMENT OF ACCOUNTABILITIES

I understand and accept the above responsibilities

Name of Incumbent: \_\_\_\_\_

Signature of Incumbent: \_\_\_\_\_

Date Signed: \_\_\_\_\_