



THE ORIGINAL

Position Title: Customer Account Representative-Sales Support
Department: Customer Relations
Reports To: Customer Relations Manager
FLSA Status: Non-Exempt
Posting Date: September 1, 2021

SUMMARY:

Full-time position, that works directly with customers and representatives on sales quotations, custom inquiries, and provides product education. Assists on various sales projects as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES: include the following. Other duties may be assigned.

- Answering sales calls, assist and sell to customers, representative showroom salespeople and outside salespeople (currently 18 showrooms, 120 salespeople) on CONRAD products. Build customer and representative relations.
Provide price quotations and work with representative to close sales, place follow-up calls on quotes to reps and customers, re-quote projects as necessary, and maintain a current quote file. Follow up is essential.
Work on motorized projects and provide technical product support (this may include working with the installer or electrician as well as the designer/architect).
Sell to, educate, and assist international customers. Write quotes and follow-up correspondence; re-quote projects where necessary to close the sale. Follow up is essential.
Gathers the necessary information concerning customer/representative needs by phone, fax, email, or in person, examines customer purchase orders and floor plans and ensures accurate interpretation of customer's request.
Responsible for taking a proactive approach to servicing customers.
Ensure excellent customer service is provided.
Documentation is essential.

SUPERVISORY RESPONSIBILITIES:

This job has no supervisory responsibilities.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Minimum of one-year experience (preferably in the wholesale home furnishings industry) with excellent verbal and writing skills. Must be organized, self-motivated, and detail-oriented, with good sales and customer service skills.

Must have word-processing computer experience. Proficient with MS Word & Outlook.

55 wpm typing speed (flexible)

ADDITIONAL SKILLS: Ability to multi-task, prioritize and manage time effectively.

EDUCATION and/or EXPERIENCE

Associate's degree (AA) or equivalent from two-year college or technical school; one year related experience. Transferable customer service and sales skills, interior Design, design, creative arts, or home furnishings industry experience/knowledge.

BENEFITS AND COMPENSATION

Salary: \$50,000 plus.

Benefits include medical, dental, vision, disability and life insurance; 401K with immediate 100% employer vested matching; profit-sharing; medical and childcare flexible reimbursement plan; fifteen paid time off days and continues to increase with length of employment; discretionary annual bonus; and more!

Table with 3 columns: CONRAD IMPORTS, CUSTOM HANDWOVEN WINDOW COVERINGS, 540 BARNEVELD AVENUE SUITE H SAN FRANCISCO CA 94124, TEL 415.626.3303, FAX 415.626.6302, WWW.CONRADSHADES.COM

**More about CONRAD:**

CONRAD is a rapidly growing employer with a dynamic and diversified work culture. We offer the opportunity to excel in the interior design and sales fields, working with a very high quality, unique and specialized product. We offer an excellent compensation and benefits package and promote ongoing career and personal development. We maintain an appropriately casual atmosphere. We are easy to locate in the sunny Bayview district.

We invite you to visit our website at [www.conradshades.com](http://www.conradshades.com)!

For consideration send your cover letter and resume to:  
Yolonda Greenwell-Reese, Human Resources Dept.  
E-mail: [Jobs@Conradshades.com](mailto:Jobs@Conradshades.com)  
Fax: (415) 741-2849

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