

## **Showroom Assistant**

### **What we are looking for:**

Aquifer Distribution Ltd. is looking to add a full-time Showroom Assistant to our high-end plumbing showroom division, *Flo-Essence Plumbing, Hearth and Décor*. We are looking for someone with the right attitude and dedication to learn the role and the business. We offer training through our supportive team and are searching for a candidate that is motivated to consistently improve and take initiative to learn. The ideal candidate for this role would be a high-energy individual with strong customer service and interpersonal skills who delivers a consistent premium client experience to complement our luxury showroom.

### **Who we are:**

Flo-Essence is a premium retail and wholesale plumbing fixture, shower, bathtub, toilet, vanity and fireplace distributor headquartered in Saskatoon, SK. Our mission is to provide the highest level of customer service to our clientele.

Our group of companies was founded in 1968, and we are proud to be Saskatchewan founded, owned and operated and to be a totally independent company focused on our customers, staff and community.

### **What you can expect from the job:**

- Hours: Monday to Friday 8:00am to 5:00pm. Occasional overtime work may be required.
- Assist Showroom Consultants with processing orders, retrieving product, and arranging for shipping if required.
- Acts as the first point of contact for all incoming phone calls and in person customer visits.
- Maintain showroom displays and update for any discontinued product.
- Greet customers in a friendly way, responding quickly, and assisting them with questions and/or needs.
- Build and maintain strong relationships with clients, fostering loyalty and repeat business.
- Ensure showroom is accessible and safe for employee and customer traffic.
- Make outbound follow-up calls to existing customers via telephone, in person, or email.
- Assist with follow-up calls regarding orders, ETAs, etc. and ensure timely and accurate communication with Showroom Consultants.
- Where necessary, support company marketing efforts such as trade shows, exhibits, and other events.
- Ensure warranty and customer returns/credits are handled properly, in a timely manner and in accordance with company policy.
- Communicate, investigate and troubleshoot customer service issues with management as they come up in a timely and professional manner.
- Responsible for all cleaning duties in the showroom.
- Ensuring adequate stock of literature on the sales floor.
- Stay current on discontinued product and inform management in a timely manner.
- Assist with picture packages for quotes from Showroom Consultants.
- Update the showroom picture book and ensure it remains current.
- Keep up-to-date with product knowledge and industry trends.
- Maintain efficient organization of information, files, and documentation.
- Always maintain professionalism, tact, diplomacy, and sensitivity to portray the company in a positive manner.
- Ensure proper opening and shut down procedures are completed.

- Assist to keep all work areas clean and professionally presented to our customers.
- Perform other duties as assigned.

**Requirements:**

- Minimum grade 12 graduate
- Basic computer skills required
- Valid drivers license required
- Must be a high energy individual – will be required to be on your feet for most of the day, some heavy lifting will also be necessary

**Preferred Qualifications:**

- Impeccable attention to detail
- Strong organizational skills
- Reliable and dependable
- Friendly and outgoing demeanor
- Team-oriented
- Proper phone etiquette
- Some sales, social media, or marketing experience is preferred
- Strong interpersonal and communication skills are necessary, with a focus on delivering exceptional customer service
- Passion for interior design, home décor, or related fields, with a keen eye for detail

**What you can expect from us:**

- Benefits
- Matching RRSP Plan
- On-site Parking
- On-site Gym
- On-site Café
- Bonus Programs

Join our growing team and become part of an exciting and rewarding environment dedicated to showcasing the finest in luxury plumbing fixtures.

Interested applicants can forward their resume and cover letter to [careers@aquiferdist.com](mailto:careers@aquiferdist.com). Please indicate the position you are applying for in the subject line of the e-mail.