



## **Residential Sales Representative**

### **ABOUT THE JOB**

#### **POSITION SUMMARY**

At Universal Carpet Inc., We do not just offer jobs- we offer growth. Join us, and experience a career where your personal, professional, and financial goals are not only supported but exceeded. As we grow, so do you- together, we will reach new heights!

Are you passionate about the flooring industry and excited to help homeowners find the perfect floor solutions? Are you a driven individual who thrives in a fast-paced environment? Universal Carpet Inc. is looking for team players to join our Sales Team and support in engaging with residential owners to assess their needs and determine the right product/service to help them grow and help them meet their flooring and renovation needs.

The Sales Representative will follow up on leads who engage in Universal Carpet Inc. products and convert them into customers. Duties will include reaching out to current and potential clients, attending trade show events to help generate sales, calling cold leads, qualifying, and setting appointments with senior sales staff. In order to be successful in this role, you will need to have an understanding of the sales process and dynamics and demonstrate excellent interpersonal skills.

#### **ABOUT UNIVERSAL CARPET INC.**

Our mission is to help residential homeowners and Commercial companies find the best quality flooring for their needs with excellent customer service. We work with dozens of families and owners to provide them with guidance in selecting the perfect flooring to suit their home or business. Our core values are the backbone of our business: we are inspirational, accountable, transparent, disciplined, aligned, and results oriented. This company is growing by the day.



## OBJECTIVES

- Developing and maintaining relationships with customers and other key decision-makers
- Make 50-100 outbound contact calls/ emails daily to generate new leads
- Identifying and qualifying leads
- Drop in 10 new business' weekly with marketing materials
- Schedule up to 20-30 meetings in a month with clients and closers
- Creating and presenting proposals
- Closing deals and exceeding sales targets
- Provide excellent customer service
- Manage pipeline of prospects using company CRM (currently spreadsheet) and perform daily review of leads and lead sources
- Accurately provide information and solutions regarding flooring materials to potential customers/homeowners.
- Ask qualifying questions to determine the client's needs and budgets
- Document conversations in a clear, concise manner so fellow Sales Associates can reference
- Utilize role-play opportunities to gain confidence in the sales process
- Communicate Universal Carpets' value proposition to all business owner(s) and general manager.

## COMPETENCIES

- Strong ability to talk through common occurrences in the flooring industry
- Understand and follow the sales scripts provided for phone calls
- Ability to meet or exceed sales quota of 50+ outbound calls/day
- Ability to leverage Excel CRM sheet and be accurate in taking notes on clients
- Can memorize the sales script without deviating in order to master the conversations
- Ability to explain the flooring systems to a client in a clear manner
- Ability to meet sales targets daily



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- Comfortable with consistent follow up and ability to get creative when reaching out to clients
- Knowledgeable of the products and pricing guide and stay up to date with any changes
- Thorough understanding of Master Sales Skills and Master Universal Carpet Inc. Products & Services.

### **EDUCATION AND EXPERIENCE**

- At least 1-2 years' work experience in a sales role with a training, organizational development, or content development focus.
- Minimum of 2 years of experience in the flooring industry
- Proven track record of success in exceeding sales targets
- Strong knowledge of flooring products and installation methods
- Excellent communication and presentation skills
- Ability to work independently and as part of a team
- Bachelor's degree in business or a related field (preferred) and not necessarily

### **UNIVERSAL CARPET REWARDS**

We offer a comprehensive benefits package for full-time employees that includes:

- Competitive commission structure
- Vacation and sick time policy that increases based on tenure with the company
- Opportunity to work with a team of talented and dedicated professionals.
- Opportunity to grow your career in a dynamic and growing industry.
- Uncapped Commission Potential: all our team members have the opportunity to sell our Products/Services (and are trained on how to do so). We have several examples of non-sales team members earning well over \$5,000+ in annual commission

### **PHYSICAL REQUIREMENTS**

- Prolonged periods sitting at a desk and working on a computer
- Traveling to and from customers and business for measures in your own vehicle



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### **COMMITMENT TO DIVERSITY**

As an equal opportunity employer committed to meeting the needs of a multigenerational and multicultural workforce Universal Carpet Inc. Recognizes that a diverse staff, reflective of our community, is an integral and welcome part of a successful and ethical business. We hire local talent at all levels regardless of race, color, religion, age, national origin, gender, gender identity, sexual orientation, or disability, and actively foster inclusion in all forms both within our company and across interactions with clients, candidates, and partners.

**If you are looking for a challenging and rewarding career, we encourage you to apply!**

For best consideration, include the job title and source where you found this position in the subject line of your email to [universalcarpetinc@gmail.com](mailto:universalcarpetinc@gmail.com)