

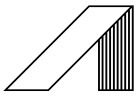
Position Title: Lighting Sales Associate
Classification: Regular, Full-Time or Part-Time
FLSA Status: Non-exempt
Reports to: Lighting Division Manager
Supervises: N/A

Primary Function

The Lighting Sales Associate is responsible for providing assistance to customers during the sales/purchase process and for responding to customer inquiries in a professional manner. The Lighting Sales Associate is responsible for maintaining a strong product and design trend knowledge and is encouraged to market and promote new products as well as product specials. The Lighting Sales Associate also assists with daily non-sales functions that contribute to the operational efficiency of the Lighting Showroom.

Essential Responsibilities

- A. Assists customers (in person, over the phone, or by fax or email/Internet inquiry) during the sales process in an effective and efficient manner that encourages return business
- B. Accurately conducts sales transactions in the showroom or by phone by appropriately entering the customer order into the computer system
- C. Maintains an awareness of all product knowledge information (including product catalogs, price sheets, etc.), merchandise promotions, design styles and trends, test merchandise and advertisements. Markets all products sold and suggests replacement/alternative products when appropriate
- D. Maintains a working knowledge of the entire sales process from start to finish (including quotation, order, billing, delivery and payment)
- E. Picks and fills product orders as appropriate. Assures that orders leaving the showroom are accompanied with the appropriate documentation and have been checked for accuracy
- F. Processes product returns assuring that all documentation is collected and accurately entered into the computer system
- G. Consults with the Credit department regarding outstanding customer accounts that place a hold on the release of a order/ticket



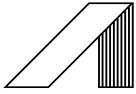
- H. Assists in maintaining the showroom and product display areas assuring a safe, clean and orderly environment. Assembles and stocks product displays and lighting fixtures and hangs display fixtures as needed
- I. Places follow-up calls to open will-call customers regarding merchandise being held
- J. Assists in "back room" duties such as stocking and labeling shelves, checking the accuracy of product receipts, inventory of goods, general cleaning, etc. in a manner which assures an orderly and safe work environment
- K. Maintains a positive working relationship with all staff throughout the organization
- L. Observes customer opportunities and problems and reports them to the Showroom Manager
- M. Actively participates in all required training programs and educational opportunities.

Other Responsibilities

- A. Assists with vendor inquiries, including pricing verification, stock availability, and order shipment status
- B. Completes stock checks for the Showroom Manager as requested
- C. Reports suspicious activities immediately to a member of the management team
- D. Attends all required company meetings and functions
- E. Performs other duties as instructed or required to successfully complete the job.

Necessary Qualifications

- A. High School diploma or equivalent, as determined by the company
- B. A minimum of one year experience in the electrical, lighting, or design industry or and/or knowledge of applicable products
- C. A basic understanding of furniture, décor styles, and design trends
- D. Familiarity with warehouse and delivery operations
- E. Strong mathematical ability
- F. Commitment to and demonstration of high ethical standards governing professional behavior and interactions
- G. Basic familiarity with the use of a personal computer



- H. Demonstrated ability to communicate clearly and concisely in written and verbal formats
- I. Demonstrated time management and organizational skills, including an ability to plan and manage multiple priorities simultaneously
- J. Ability to work well in a team environment
- K. Strong customer service orientation.

Physical Ability Requirements

- A. Ability to stand and walk for prolonged periods of time
- B. Ability to utilize a computer keyboard, computer monitor, and telephone
- C. Ability to bend, climb, push, and pull, including the ability to maneuver at heights and in tight or small places
- D. Ability to routinely lift, carry, and otherwise transport work-related materials that frequently weigh up to 40 lbs. and that may occasionally weigh in excess of 40 lbs.

Revised 8/20/08