



Interior Project Sales Coordinator: Kitchen Design

RONA Fleetwood, Surrey, BC

There is a career opportunity available at RONA Fleetwood. Reporting to the Store Manager, this role will be responsible for **Interior Project Sales with a specific focus on kitchen design**. The incumbent will be responsible for driving the store's interior installs projects and providing customers with a superior experience from beginning to end on their home installation projects including kitchens, bathrooms, laundry rooms, basement renovations, flooring, and hard surface counter tops. Superior customer service skills, superior project management skills and a desire to achieve results are essential for success in this role.

RESPONSIBILITIES:

- Develops sales plans in order to reach annual sales and margin objectives
- Actively prospects and qualifies potential customers in order to close sales;
- Generates additional sales from past customers or via customer referrals;
- Executes project and design consultations, including store showroom tours and on occasion in home;
- Produces design layouts with plans, elevations and 3D renderings, proposing products available in store or through special orders;
- Provides quotes to customers, which include detailed scope of work, project timelines and financial proposal;
- Follows up and closes sales in order to meet sales and gross margin objectives;
- Promotes and closes financing plans offered by Rona;
- Facilitates the smooth and efficient processing of all customer transactions, including payment, all the way to the project's completion;
- Ensures the smooth and efficient processing of all in-stock purchases and special orders;
- Liaises as necessary with customers and contractors (via visits, phone exchanges or e-mail) at all phases of the project's realization to ensure superior customer satisfaction;
- Problem solves and advocates fairly for the customer, the contractors and Rona;
- Manages customer escalations efficiently in order to reduce customer dissatisfaction;
- Facilitates relations between store departments and employees in order to ensure successful completion of the total project, including training employees on sales tactics and related programs;
- Occasionally schedules and completes on-site visits and inspections with customers and contractors, supported by the company policy on business travel and travel expenses;
- Promotes other channels of Rona's installs sales portfolio;
- Builds strong professional relationships with retail, professional and commercial customers;
- Executes the Install Sales store signage strategy.

QUALIFICATIONS:

- 3 years' experience in interior project sales and management with a specific focus on kitchen design preferred
- Proven sales performance in previous roles, ideally in environments where financing is offered and guarantees are part of the offer;
- Passion for design and home improvement;



Founded in 1939, **RONA Inc.** is a major Canadian retailer and distributor of hardware, building materials and home renovation products, operating a network of over 500 stores with approximately 24,000 employees.



- Exceptional customer service skills
- Solid computer skills in recognized specialized design software (2020) and Microsoft Office suite;
- Superior product expertise;
- Advanced project management knowledge;
- Flexible work schedule, including ability to work evenings and week-ends;
- Autonomy and excellent organizational skills (Multi-tasking);

STATUS: Full-Time
CAREER OPPORTUNITY POSTED ON: March 22, 2017
APPLICATION DEADLINE: March 29, 2017
POSITION START: A.S.A.P.

If you are interested in the position, please submit a copy of your resume and cover letter via email to the following:

RONA Fleetwood
Attention: Rick Flint
Email: rick.flint@rona.ca



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