HPM Building Supply
Job Description

Job title:	Kitchen & Bath Designer	**FLSA:**	Non-Exempt: Level I & II Exempt: Level III
Location:	Hawaii	**Reports to:**	Sales Manager
Department:	Home Design Center	**Last Updated:**	01/17/2020

Job Summary: The Kitchen & Bath Designer shepherds customers through the process of obtaining a custom designed kitchen/bath, ensuring an experience that wows. This individual has an entrepreneur growth mindset, builds leads, creates compelling designs, nurtures excellent customer relationships, and contributes to profitability of our 100% employee-owned company.

Essential Functions

- Ensure customer walk-in experience is warm and welcoming, by, for example, prompt acknowledgment, helpful approach and well-maintained displays and work areas. Turn shoppers into customers.
- Optimize Lead Management
    - Cultivate relationships with customers who ask for you by name
    - Build professional portfolio and market yourself to build your business
    - Contribute to growth and profitability of our employee-owned company
- Qualify customers to understand needs, uncover and overcome objections and provide a solution that fits. This includes:
    - Efficiently identify purchase phase, provide appropriate level of service for each:
        - Dreaming – discussion of budget and vision.
        - Pricing – rough estimating of vendor pricing.
        - Designing – having a commitment on price point and a specific style.
        - Purchase - Instill customers confidence in decisions having effectively communicated the pairing of client needs and product value.
    - Establish strategy to identify yourself the expert and HPM as the vendor of choice for all phases offering a retainer commitment.
    - Seamless customer on-boarding, making it easy for them to work with HPM
    - Sell expectations and educate customer on products.
    - Explain best value for look, quality and features at different price points.
    - Record contact details in customer relationship management system, which enables targeted marketing and business reporting.
- Design kitchen and bath plans to customer specifications, using 2020 design program
    - Prepare timely and accurate quotations in BisTrack (business management software), present to customer for approval; repeat process with any changes.
- Efficiently maintain necessary paperwork such as obtaining signatures on terms and conditions before placing order, customer files and information, etc.
- Working with vendors and merchant team, order necessary products and follow up to ensure they arrive on time and in good condition.
- Regularly take initiative in product knowledge and professional growth in order to speak knowledgeably about product offerings and trends and build leads.
- Other projects and responsibilities may be added at the company's discretion.

Job Requirements and Qualifications

Education and Training Requirements: High School diploma or equivalent required.

Knowledge and Ability Requirements:

- Knowledge of the construction process from start to finish preferred.
- Requires exceptional interpersonal skills, high level of emotional intelligence, awareness and capacity to anticipate needs, and ability to provide proactive customer care from start through completion of project.
- Clear and concise communication skills motivated by a sense of urgency in promptly responding to customer emails and phone calls within 24 hours.
- Able to build strong relationships with own team as well as internal teams by understanding their processes and collaboratively working together to provide exceptional service to our customers.
- Must have ability to consistently convert prospects into customers.
- Strong organizational, project management and problem-solving skills with impeccable multi-tasking abilities. Must be resourceful and able to independently find solutions.
- Requires a demonstrated growth mindset, an eagerness to continuously learn.
- Ability to recognize how parts fit together, replicating designs from components.

Experience Requirements: Previous experience in customer-facing position necessary. Intermediate computer experience required, including email and Microsoft Office. Previous experience in sales, project planning and 2020 design software preferred.

Other Information

- Requires working weekends and evenings.
- Must maintain strict ethical standards
- Requires some travel to jobsites
- Business-casual attire required

Level: ☐ **I** ☐ **II** ☐ **III** (See supplementary document for level explanations.)

_____	_____
Owner Signature	**Manager Signature**
_____	_____
Owner Name (please print)	**Manager Name (please print)**
_____	_____
Date	**Date**

Note: We use the term "owner" instead of employee since we are 100% employee owned!

Job Description Supplement: Kitchen & Bath Designer Levels

Level I

- Limited use and/or application of basic principles, theories and concepts. Limited knowledge of industry practices and standards.
- Basic knowledge of HPM cabinet and counter top suppliers and products.
- Qualifies customers and determines “next steps”.
- Ability to read and understand floor plans and elevations.
- Ability to create basic kitchen and bath 2020 designs and quotations.

Level II

- General application of concepts and principles. Frequent use and general knowledge of industry practices, techniques, and standards.
- Product knowledge of HPM kitchen and bath cabinetry and countertops.
- Technical knowledge of architectural drafting and construction.
- Design and creativity, ability to create perspective for presentation of the design ideas to clients.
- Consult clients in regards to design, product, function and form.
- Create floor and elevation plans to scale with detailed measurements.
- Generate and email perspective drawings and renderings of space with clients wish lists, colors, appliances, fixtures, etc. for their approval.
- Meet with clients and/or take measurements if necessary.
- Upon approval of design, deliver hard copies of design(s), itemized product list, and product estimates if desired.

Level III (Senior)

- Complete understanding of application of principles, concepts, practices and standards. Full knowledge of industry practices.
- Promotes full service solutions including consulting, bid and specification development, design services and selection of materials.
- Listens intently to needs of customers, prioritize needs, and customizes kitchen design.
- Guides decisions, educates others about products, and builds long-lasting relationships.
- Identifies selling opportunities, provides showroom sales assistance, and raises awareness of new product offerings.
- Takes initiative, manages time well, prepares presentations/quotes/proposals, takes field measurements.
- Understands remodeling and new construction trades.
- Uses acute eye to detail, provides top-of-the-line service and sees projects through to the end.
- Uses sales and customer service experience to imagine new ways of generating an outstanding reputation for the company within the community.
- Applies marketing/sales strategies when assessing client's needs and presenting design proposals.
- Actively mentor, teach, develop and train level I and II designers.