

HOMES BY DESANTIS

CURRENTLY HIRING:

Décor Manager

Homes By DeSantis is expanding! We are proud to announce that we are undergoing growth and change and we are looking for exceptional people.

POSITION SUMMARY:

The Décor Manager meets with each purchaser and assists them in personalized design modifications – including structural adjustments and selecting colour finishes. Décor accurately and completely documents the purchaser selections and submits the paperwork to Production & Contracts to ensure minimal downstream issues. The Décor Manager handles all reselections in a manner to maintain the purchaser goodwill and protects the Homes by DeSantis interest. The Décor Manager reports to the Sales & Marketing Director.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Book appointment within the target period
- Maintain and present full list of Builder's upgrades and sell upgrades
- Create décor presentation drawings from blacklines
- Review of marketing blacklines against construction drawings to confirm accuracy
- Assist customers in choosing design modifications according to company procedures and ensuring the highest customer satisfaction
- Quantify and qualify the benefits of upgrades to customers in a manner that maximizes both customer satisfaction and DeSantis revenue generation
- Date stamp, enter date received in database, pull purchaser file and construction file and forward to Production & Contracts Manager for review and approval
- Assist customers in choosing design modifications and exterior colours according to company procedures and ensuring the highest customer satisfaction
- Book all colour chart appointments allowing a maximum of 2 appointments
- Professionally handle all company-initiated reselections, while maintaining purchaser goodwill
- Present full list of Builder's upgrades and sell upgrades
- Provide professional assistance to purchasers for selection of interior finishes and colour selections
- Quantify and qualify the benefits of upgrades to customers in a manner that maximizes both customer satisfaction and DeSantis revenue generation
- Prepare Inventory Home Structural and Colour Chart & Purchaser Extras, as requested and submit to Sales & Marketing Director for review
- Confer any escalated Homeowner dispute or reports that require clarification or a second opinion with Sales & Marketing Director
- Prepare cover letter and mail to purchase with a copy of completed and accepted colour-chart, sketches and purchaser extras
- Respond to purchaser inquiries on a timely basis (within 48 hours)
- Provide data for the dashboard report on a timely basis
- Set up Product Library

- Complete paperwork (purchaser extras, amendments) in a neat, legible and accurate manner and ensure zero errors
- Deliver and retrieve paperwork to and from purchasers and Sales according to company procedures
- Set-up and maintain purchaser files separate from sales files
- Upon receipt of Weekly Lot Schedule / Status Report, review and schedule appointments based on closing date priority
- Review Monthly Décor Sales Report on a weekly basis with Sales & Marketing Director
- Maintain up to date scheduling in shared “Décor” calendar
- Submit to head office all paperwork and cheques on a Tuesday and Thursday of each week
- Answer all questions from Site, Production, Sales & Marketing Director, President & CEO and home owners that come into Design Centre
- Finish Boards:
 - Interiors: Create packages using a variety of standard & upgrade features. Submit to Sales & Marketing Director for approval. Display approved display boards, order samples to size, coordinate delivery of samples and fabrication of display boards
 - Exteriors: Order samples from current suppliers to view exterior selection offerings, prepare packages for Sales & Marketing Director’s approval. Display approved display boards, order samples to size, coordinate delivery of samples and fabrication of display boards
- Site Design:
 - Create exterior colour packages, prepare chart for production, review all elevations and site plans and prepare site plan for Sales & Marketing Director, indicating which block receives the exterior package, and revise if requested
 - Complete underground parking plan, documenting parking spaces on Homeowner information charts, preparing amendments for homeowners with secondary spots, following-up on homeowner inquiries regarding parking, additional spaces, etc.
 - Prepare floor plan furniture layout drawings (CAD) for presentation drawings
 - Review plans and elevations, check against presentation drawings to ensure accuracy
 - Prepare décor presentation drawings to be included in each design file
- Attend all meetings where décor decisions are discussed: sales meetings, Manager meetings, weekly 1v1 with Sales & Marketing Director
- Model Homes & Sales Offices
 - Select finishes and furnishings, acknowledging budget & design style requested by Sales & Marketing Director
 - Prepare CAD drawing and layouts for Sales & Marketing Director and Site Super
 - Source, order and schedule delivery for all furniture, lighting & accessories
 - Shop for accessories for model homes
 - Oversee furniture moving, assembly, window covering assembly and installation, hanging décor, pictures, etc.
 - Coordinate cleaners to tidy model homes after complete
 - Schedule and coordinate Sales & Marketing Director Site Super, Service Technicians/Labourers, suppliers and trades to ensure models are completed on-time
 - Staging of model homes/units
 - Re-stage (touch-up) models for photographer appointments
 - Review budget, finishes, furniture, schedule, installations, deliveries with Sales & Marketing Director
 - Site visits, deficiency review & report, ensure attention and follow-up

- Send emails inviting home owners to come in for browsing before booking an appointment
- Hosting browsing hours, hand out pricing books, answer customer questions
- Keep inventory of all offerings in studio, update accordingly for discontinued products
- Coordinate with suppliers when new samples are required
- Keep samples new and trendy, constantly updating selections
- For site-specific finishes, label accordingly and ensure purchasers are clear on what is standard and what the upgrades are for their specific project
- Review pricing of new products, coordinate with production to ensure new products are captured in décor catalogue and priced accordingly
- Create pricing sheets for items not included in catalogue (ex. Window coverings)
- Review options checklist with each new site to ensure compatible, revise and subject to Sales & Marketing Director for approval
- Review décor catalogue with each new site to ensure compatible, redline changes required, submit to Sales & Marketing Director for approval then production for revisions on final copy
- Update and make changes to design documents on site
- Redesign paperwork by site, if necessary to streamline process
- Provide décor-related content for Social Media channels; coordinated by Social Media & Sales Coordinator

Job description is not to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

DESIRED SKILLS & EXPERIENCE:

- 3+ years in the design industry
- Degree in Design and a love of home fashion
- Proficiency in CAD and Photoshop
- Proficiency in Microsoft Office products
- Ability to work with people professionally at all times and exercise patience with buyers
- Excellent written and verbal communication skills
- Strong customer service skills and business acumen
- Ability to work independently and demonstrate initiative
- Passion for helping the new home owner create the home of their dreams
- Enthusiasm to show and steer new homeowner towards upgrades

Please submit your cover letter and resume to jobs@homesbydesantis.com