



**Orren Pickell Building Group, LLC**  
**Job Description**  
**REMODEL SALES ASSOCIATE**

**Job Title:** Remodel Sales Associate  
**Division:** Orren Pickell Building Group, LLC  
**Reports To:** Sales & Marketing Manager/Remodel Sales Manager  
**FLSA Status:** Nonexempt  
**Prepared By:** Eric Pickell  
**Prepared Date:** January 22, 2020  
**Approved By:**  
**Approved Date:**

**SUMMARY OF POSITION**

A Remodel Sales Associate sells Remodel projects, with a focus on Chicago and its surrounding areas. A Remodel Sales Associate will be held accountable to setting client expectations, increasing quality leads, achieving sales deposit goals and strengthening client relationships. An associate works with manager to set and achieve weekly, monthly and yearly monetary goals for the department. Goals are tracked during weekly sales meetings. An associate assists management to develop a strategic marketing plan on an annual basis. An associate should be personable, highly organized and a self-starter.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Interviews and qualifies prospective clients to develop business.
- Maintains client data base with up-to-date information. Completes registration of all customer prospects using contact management system, qualifying, categorizing and documenting all data correctly.
- Sets up appointments, accompanies prospect to property sites, shows company product, schedules pre-design and design meetings.
- Prepares design agreement.
- Prepare budgets/estimates.
- Prepare sales presentations.
- Monitors all legal agreements until closed.
- Gathers information and documentations for client preconstruction files for the design process.
- Participates in sales/marketing meetings and training sessions.
- Attends client sales and design meetings.
- Assists client with financing services.
- Monitors time line and budget communication with client.
- Serves as client advocate throughout design and construction process.
- Visits construction sites occasionally with client.
- Order and deliver housewarming gift to client at completion of project.

- Obtain follow up feedback from past clients and maintain relationship for referral business.
- Responds to telephone or email inquiries from clients or sales agents regarding model homes and OPBG.
- Prepares and mails sales materials as necessary.
- Networks with Realtors to develop customer and property leads.
- Participates in planning and coordination of open houses or other initiatives to develop leads and increase sales.
- Greets, tours, educates and registers all client prospects and visitors to all OPBG properties and marketing events.
- Studies property listings to become familiar with properties for sale and develop leads.
- Studies competition to evaluate company position and sales tactics.
- Stay informed about the latest changes in the construction and real estate industry.
- Uses social media and common business software tools.
- Identifies business opportunities through effective liaison with related businesses and colleagues.
- Reviews trade journals, attends association meetings to keep information of market conditions, property values, and legislation that affects the real estate industry.
- Utilize Microsoft Word, Excel and PowerPoint to type letters, memos, report and other presentation materials.
- Assists with developing, improving and formalizing procedures within the department.
- Perform related duties as assigned or needed.

## **QUALIFICATIONS**

A Remodel Sales Associate must be able to work independently and have the drive to serve the department well and in a timely fashion. A sales associate must be a creative, energetic and results-oriented who is particularly good at balancing multiple priorities and issues. Must have unquestionable integrity and be dedicated to principles of developing a strong collaborative organization. They must be articulate and able to relate well to individuals at all levels. Superior business acumen is essential. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The requirements listed below are representative of the knowledge, skill and/or ability required.

- Communicates clearly and professionally in written and oral forms to both internal and external clients.
- Sets goals and strives to achieve them with enthusiasm, determination and in an organized manner.
- Generates and acts on new ideas that add value to the business. Looks at different ways to solve problems and address difficulties.
- Treats colleagues and customers in a manner that demonstrates integrity, honesty and fairness.
- Must have a good understanding of business environment and the impact behavior has on the reputation of the company.
- Demonstrates a desire to address customer needs in a professional manner.
- Ability to have flexible hours to meet with clients in evenings/weekends when needed.
- Reliable transportation.
- Must demonstrate our company core values noted below:

### **Integrity**

- Do what you say, when you say it
- Encompasses our team, designs and the homes we build
- Do what is right, not what is easy

### **Pride**

- Be proud of what you do
- Be proud of how you do it
- Be proud of those you do it with

### **Team**

- Work alongside people with great hearts and minds
- Build with people who love what they do

- Create with people that have the desire to be the best at what we do

#### Commitment

- Exceed everyone's expectations
- The jobs worth doing, it's worth doing well
- Always take it to 100%

#### Quality

- Corners are not there to be bent or cut
- It goes beyond material
- We build a home, not a house

### **EDUCATION and/or EXPERIENCE**

Required Associates Degree in Business/Office/Construction Management, related degree or equivalent experience. Construction or real estate knowledge is preferred.

### **LANGUAGE SKILLS**

Strong knowledge of English (spelling, punctuation, grammar, format and tone) and of office practices and procedures.

### **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

### **REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

None Required.

### **PHYSICAL DAMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to use hands to type and talk or hear. Specific vision abilities required by this job include close vision, distance vision, depth perception, and ability to adjust focus.

### **WORK ENVIRONMENT**

Office and showroom environment. When attending site meetings, protective clothing and shoes are required.

### **COMPENSATION**

Commensurate with experience