

LUTZ

Bath & Kitchen

Job Title: Client Services Representative

Job Summary:

The Client Services Representative will be responsible for providing exceptional customer service to clients visiting Lutz Bath & Kitchen Showroom. They will assist customers in finding and selecting the right products for their needs, while ensuring an excellent shopping experience. In addition, the Client Services Representative will also be responsible for shipping and receiving, business development, and attending networking events.

Key Responsibilities:

- Greet and welcome customers as they enter the showroom, and assist them in identifying their needs and preferences.
- Provide product information and recommendations to customers, ensuring that they understand the features and benefits of each product.
- Build strong relationships with customers by following up on orders and inquiries, and addressing any issues or concerns they may have.
- Stay up-to-date with the latest trends and product developments in the industry, and make recommendations to customers accordingly.
- Maintain a clean and organized showroom environment, ensuring that all products are displayed attractively and labeled correctly.
- Attend to shipping and receiving duties, ensuring timely delivery of products to customers.
- Manage pick ups, ensuring accuracy and timely delivery of products.
- Assist in business development activities, such as identifying new opportunities for growth and building relationships with key stakeholders.
- Attend networking events and other professional development opportunities to promote the company and establish new contacts.
- Attend product training sessions and other professional development opportunities to stay up-to-date with industry trends and best practices.

Requirements:

- High school diploma or equivalent.
- At least 1-2 years of sales experience in a retail or showroom environment.
- Excellent communication and interpersonal skills.
- Strong customer service skills, with a friendly and approachable demeanor.
- Ability to work independently and as part of a team.
- Strong attention to detail and organizational skills.
- Ability to work in a fast-paced environment and multitask effectively.
- Knowledge of bath and kitchen products and installation techniques preferred.

The Client Services Representative will report directly to the Principle, and will work closely with other members of the sales team to ensure a consistent and positive customer experience. The position offers competitive compensation and benefits packages, as well as opportunities for professional growth and advancement within the organization.