

The Sales Associate position includes ALL sales responsibilities from generating leads to closing deals with prospective clients over the phone and in person, with combined interests in event rentals, design and event planning. Understanding the client's vision and budget in determining the customer's specific request and needs, and then assist them in selecting event rentals, design, decor, and other options that are required or requested. The ability to listen and understand what the client's expectations are then converting event expectations are a very important aspects of the job. This position is responsible for the day to day contact and overall client management. A positive and highly motivated person with extensive customer service background as well as proven successful interpersonal skills in a team setting. The ability to multitask in a fast-paced office environment with multiple events and clients at one time.

**Responsibilities:**

- Generate and qualify leads via telephone, email and in person
- Source and develop customer referrals at all times
- Schedule sales appointments and related activities as necessary
- Establish, develop and maintain positive business and customer relationships
- Expedite the resolution of customer problems and complaints to maximize satisfaction
- Coordinate sales efforts with team members and other departments
- Strive for continuous improvement through feedback
- Keep abreast of market trends, competition and subtle opportunities
- Regularly review sales tactics and adjust marketing efforts to maximize ROI
- Achieve agreed upon sales targets monthly, quarterly and annually
- Focus on personal success and company success

**Requirements:**

- A reasonable understanding of sales principals and customer service best practices
- Proficiency in English and Mathematics
- Excellent working knowledge of Microsoft Office
- Develop a proficiency in Party Track and enter and update all orders correctly
- Learn the Party CAD program and share drawings with customers contingent upon sale
- Prioritize time management and organizational skills
- Familiarity with all company rental items and inventory
- Maintain a professional appearance at all times
- Coordinate and staff company events including shows, luncheons and social activities
- Knowledge of CRM practices and the ability to build productive business relationships
- Excellent selling, communication and negotiation skills
- Relationship management skills with an openness to feedback, both positive and negative
- Highly motivated, determined and target driven
- Ability to meet and exceed monthly, quarterly and annual sales goals

**Location:** Latrobe, PA

**Job Type:** Full-time

**Reports to:** Sales Associate will report directly to the Office Manager.

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