



## **Position: Director of First Impressions**

Nonn's Kitchen Bath and Flooring is currently seeking a qualified candidate to succeed in the role of **Full-Time OR Part-Time Director of First Impressions** at their Middleton, WI location. Join a team with a 30+ year commitment to offering first-quality materials, competitive prices, and unmatched service.

The **Director of First Impressions** position is a full-time position. This position reports directly to the Showroom Manager with the responsibility of providing the highest level of customer service, retail store processes, basic product knowledge and problem-solving skills.

### **Essential Duties/Responsibilities of the Director of First Impressions:**

- Ensures customers are treated with respect and exemplary service from start to finish.
- Checkout product samples to customers in accordance with company policies and procedures.
- Follow company procedures to input basic cash and carry orders.
- Handle all customer service issues expeditiously and report problems to the Retail Manager.
- Unlock showroom doors for store opening and lock for store closing.
- Close store and follow front desk closing procedure at the end of the day as directed.
- Order replacement showroom displays as needed.
- Update the showroom pricing as directed by the Retail Manager.
- Assist in accessorizing showroom displays.
- Maintain the "carpet grid" and keep up to date at all times.
- Assist the Retail Manager in organizing samples in the showroom to be marketed in an inviting retail environment.
- Create an inviting professional atmosphere by keeping the front desk clean and free from clutter.
- Follow all safety processes and procedures.

### **Skill Requirements and Abilities of the Director of First Impressions:**

- High School Diploma. One-year Customer Service Experience a plus.
- An Associate's Degree or currently pursuing a degree in Interior Design is preferred, but not required.
- Basic reading, writing and math skills.
- Strong interpersonal and communication skills.
- Ability and willingness to work a flexible schedule when required.
- Proficiency in computer spreadsheet programs, e-mail, word programs etc.
- The ability to learn the company computer software program.
- Great attention to detail and the discipline to follow-up on items as needed.
- Ability to work independently with little supervision.
- Ability to use current company systems to problem solve, look up orders, take sample deposits, return samples, write up basic orders, check pricing and stock material quantities.

Nonn's Flooring was founded over 30 years ago, and over that time, we've become the largest independent retailer of flooring in Wisconsin. Since then, we've added counter tops, cabinets and appliances to our selection of products, making us the first stop for Wisconsinites looking to create the home interior of their dreams. Ideal candidates are personable, trustworthy and are extremely hard-working. Come be a part of the 30+ year tradition of excellence Nonn's is known for.

Nonn's Flooring, Inc. is an Equal Employment Opportunity/Affirmative Action Employer

Key Search Words: showroom coordinator, coordinator, office assistant, secretary, clerical, customer service, part-time, sales, administrative, retail

