

## Overflow In-Home Designer

### Overview

Design and create a comfortable yet functional environment that represent client's lifestyles, taste and budget. Be a professional designer through the use of the La-Z-Boy In-Home Design program and drive top-line sales through the use of selling principles including approach, rapport building, needs discovery, customized portfolio presentations, answering objections, closing, follow-up, after-sale service, and continuing contact with all previous and potential customers. Strive to create long-term relationships that will lead to increased sales and profitability.

### Responsibilities

#### **In-Home Design:**

- Schedule professional virtual, in-home and in-store consultations to present customized room designs, including sample fabrics, furniture, tables and accessory recommendations as well as the benefits of a professional

#### **Installation Service:**

- Execute and champion the In-Home Design process per company guidelines
- Responsible for creating grassroots opportunities to increase the overall performance of the In-Home Design Program
- Accurately complete order information with Design Consultant, accurately complete and keep track of order information.
- Responsible to support design related functions in the store and maintain an up to date customized portfolio including before and after pictures of previous In-Home Design projects

#### **Sales Culture:**

- Drive sales to consistently achieve established In-Home program sales goal
- Team with Design Consultants to create and generate In-Home customers
- Team with In-Home Design Manager, Store Manager and selling team to promote the In-Home Design program and drive overall store sales
- Maximize store promotions, marketing initiatives, and grassroots programs
- Maintain strong knowledge of features and benefits of existing and new product line
- Meet established goal as set by management

### Minimum Job Requirements:

- Certificate or Diploma in Interior Design with one to two year of design experience strongly preferred or a minimum of three years design experience in a comparable home furnishings role
- Previous selling experience strongly preferred
- Proficient in the use of AutoCAD and Microsoft Office
- Experience in using space planning applications

- Strong presentation skill
- Knowledgeable of general principles of home décor and design (i.e. furniture, carpet and color schemes)
- Excellent communication skills, customer service skills, and organizational skills
- Strong interpersonal skills to effectively communicate and build rapport
- Ability to effectively manage time and conflicting priorities
- Ability to work effectively productively with others as a team
- Ability to work the schedule and hours dictated by business needs, to include evenings, weekends and holidays
- Strong attention to detail

#### Administration Responsibilities:

- Responsible for submitting monthly In-Home Report to Payroll, People and Culture Manager and In-Home Design Manager
- Weekly review of In-Home goal and paperwork