

JOB DESCRIPTION – Sales Associate

Revised May 3, 2015

Company Description:

At Hubbard & Co., “we build, restore, furnish and maintain fine homes”. Our customers find exceptional value in both the products and services that we offer. Our furniture showroom, located in the historic village of Spencerville, offers customers heritage-inspired furniture built onsite in our millwork shop. We also carry several other high-quality furniture lines and offer a selection of unique decorative accessories.

Our main business, the one that launched Hubbard & Co., is heritage restoration and construction. While the sales associate’s primary responsibility is retail sales in our showroom, they need to have an understanding of the full scope of company services and listen for/create opportunities to introduce retail shoppers to our restoration, building and maintenance offerings.

Job Description:

The Sales Associate will demonstrate an in-depth knowledge of our products while providing consistently excellent customer service. As the face of our retail operations, the Sales Associate significantly contributes to the continued success of our premium brand. You are an ambassador for our fine furnishings and mill shop services, as well as a representative for the services of our heritage craftsmen working on the masonry, carpentry and maintenance teams.

The Sales Associate is responsible for maintaining the showroom, creating an environment that evokes ‘fine home’ in our customers’ minds. The showroom is professionally cleaned on a weekly basis, but does require ongoing light-housekeeping effort to keep it in top condition. The showroom displays are periodically refreshed. We work with a designer who guides us in designing new displays, which are reflective of the Hubbard & Co. style. The Sales Associate will assist the designer and apply the principles he has incorporated in creating new displays, to refresh the displays between

seasonal changeovers. Refer to the Storefront Operations Checklist, for detailed task descriptions.

As the Sales Associate becomes more familiar with our offerings and abilities, they will assume responsibility for maintaining our social media presence with area decorators and designers and for organizing events in the showroom to introduce them to Hubbard & Co.

The Customer Experience:

We are creating for our retail customers a 'fine home' experience – polite, well-groomed, and knowledgeable sales associates and an attractive, impeccably clean showroom create the atmosphere to showcase our furnishings and decorative accessories.

We believe that the quality and attractiveness of our furnishings, largely, speak for themselves. The customer needs the time, and space, to enjoy our attractive showroom and to explore what we have to offer. We want them to feel that they can achieve this same atmosphere in their own homes. The Sales Associate becomes a trusted advisor, assisting the customer in creating the fine home they envision.

The Candidate:

We are seeking a mature and confident individual to serve as an ambassador for Hubbard & Co.'s retail operations, whose personal sense of style is reflective of our fine home style.

The Sales Associate will, preferably, have previous experience in either home design/decorating or furniture retailing. We will also consider those with education in the design/decorating field, whose portfolio is reflective, or sympathetic, to the Hubbard & Co. heritage aesthetic but who have no previous retail experience.

The Hubbard & Co. Sales Associate must be well-spoken, with an ability to communicate with a diverse group of people, possessing excellent listening skills.

The Sales Associate is self-motivated and is passionate about customer service, always looking for ways to meet or exceed the customer's expectations.

The Sales Associate will be familiar with social media and its use to promote Hubbard & Co.'s retail operations. Membership in or affiliation with the area's (Kingston/Ottawa/Cornwall) decorating and design community would be a definite asset.

The Opportunity:

The role of Sales Associate is currently a part-time position of approximately 20 hours per week. We are seeking the right individual to take ownership and assist Hubbard & Co. in expanding our retail operations, allowing this position to become a full-time opportunity.

We are a family-owned and operated business that offers a creative and fun work environment. We are seeking a Sales Associate who is as passionate about decorating/design and helping customers realize their vision of a fine home as our artisans and tradespeople are about heritage buildings, their traditional skills and their pride in the finished product.

The Sales Associate's earnings are directly related to the amount of time, energy and effort they give to the role. In addition to an hourly rate, there is the opportunity to earn commissions on sales above target. Working to help Hubbard & Co. to expand our retail business will enable us to turn this part-time position into a full time opportunity.

How to Apply:

Please send your cover letter, resume and any relevant highlights from your portfolio to brenda@hubbardandcompany.com