



Showroom Supervisor

Pella is an industry leader in providing quality windows and doors for the construction industry and homeowners. Be part of a winning team that provides an exciting experience to all showroom visitors. You will help train, monitor and coach the showroom team to contribute to branch revenue by nurturing industry leads and providing excellent customer service.

POSITION SUMMARY

This position is responsible for overseeing and traveling to all branch showrooms in Woodbury, Eau Claire, Fargo, Rochester and Plymouth. You will be working some evening hours and Saturdays. You will also be supervising the team of Showroom Ambassadors and Showroom Specialists.

ESSENTIAL RESPONSIBILITIES include the following. Other duties may be assigned.

Showroom Supervisor

- Primary lead for all branch, regional and metro showrooms
- Continuously assess metrics (traffic, sales, utilization, etc.) and determine opportunities and best practices
- Establish overarching event strategy and ensure branch objectives are met through the Showroom
- Refine a Best-In-Class experience for homeowners and trade partners, gain alignment from stakeholders and train team to deploy
- Collaborate with Sales, Marketing Manager and Marketing Director on tactics (associations, partnerships, marketing campaigns, events, social media, etc.) to generate traffic to the showroom

Customer Interactions

- Consult with showroom guests and call-ins to understand their needs and wants. Answers questions and provides an engaging, tailored experience based upon their interests and agenda
- Teaches Showroom team how to display and/or demonstrate product in showroom and/or events: using samples, digital tools and/or collateral, emphasizing features and benefits of Pella products
- Qualify call-in and walk-in customers to set sales appointments for Outside Sales Representatives and set proper expectations regarding Retail Replacement process
- Demonstrates products at events using samples and digital tools to emphasize the features and benefits of Pella products
- Teaches and follows a structured sales process and deliver project quotation or cost detail
- Complete sales transactions which may include handling deposits (checks, credit cards)
- Act as a local design resource



- Support Pella's key imperative for customer satisfaction and takes escalated calls from customers

Product & Technical Knowledge

- Answer and research technical product questions
- Ability to read and interpret blueprints

Sales & Marketing

- Drive traffic to the showroom through establishing local partnerships, event creation and marketing efforts in tandem with Sales teams
- Responsible for identifying and executing a set number of events every quarter
- Work in tandem with other branch showrooms, sharing best practices and learnings
- Manage retail sales calendar, showroom traffic analytics and additional reporting as needed
- Lead marketing projects and customer communications
- Actively post social media content on showroom accounts
- Own and nurture relationships with walk-in showroom visitors
- Keep an updated awareness of competitive products

Relationship-Building & Networking

- Comfortable interacting with architects/designers, builders/contractors and homeowners
- Develop and maintain relationships with trade professionals (builders, designers and architects)

Event Management

- Develop, manage and attend showroom events from ideation to execution
- Lead presentations or training sessions

Showroom Management

- Sets the standard for showroom cleanliness and neatness to ensure a favorable and hospitable setting for all customers
- Responsible for taking the appropriate action and contacting those required to resolve showroom concerns. (i.e., product repair, electrical issues, plumbing needs, etc.)
- Ensure showroom is stocked with office, sales/marketing and beverage service supplies
- Meets company safety requirements by keeping work area neat and clean, following all company safety policies and procedures, and reporting any safety concerns

Administrative Duties

- Supports showroom by answering phones, handle mail/shipping services
- Input and maintain accurate information in lead management software



- Capture traffic, leads and appointments
- Provides administrative support for Outside Sales Representatives and Management
- Has a working knowledge of all integrated systems/process

TRAVEL REQUIREMENTS

Requires up to 50% travel

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Must have High School Diploma or GED AA or Technical degree preferred, 0-2 year's customer service, or general business experience preferred. Prior knowledge of general construction applications and terminology and/or window and door applications or components is desirable but not required. Familiarity with design and reading/interpreting blueprints preferred.

Computer Skills

Proficiency with Microsoft® Word and Windows, Excel, Outlook and PowerPoint software applications and will be expected to develop working knowledge of Pella's proprietary software (i.e. PQM, Salesforce, ACE, CRM, PSI, SOL, OMS, etc.)

Communication Skills

Excellent verbal and written English language skills are required as well as good public relations, public speaking, and customer service skills. Ability to read, interpret, understand and explain documents such as sales processes, product specifications or warranty manuals. Ability to effectively present information to others, gather information from others, and respond appropriately to questions from customers, coworkers and managers. Must display excellent phone and email etiquette. Must present an appropriate attitude for the situation when interacting with customers or coworkers.

Professional Skills

Must be an optimistic and positive team player and exhibit a strong desire to learn and promote self-growth. Must be pro-active, self-disciplined, self-motivated, and have a demonstrated ability to follow projects through to completion. Attention to detail is required. Must be able to demonstrate organizational skills, prioritize tasks, and meet deadlines. Must be able to develop trust, respect, and confidence of customers, coworkers and managers. Must present in a clean and neat physical appearance. Must be able to investigate issues and resolve conflict in the best interests of the business and our customers. Ability to apply commonsense understanding to carry out detailed written and oral instructions.

**Mathematical Skills**

Ability to subtract two-digit numbers and to multiply and divide with 10s and 100s. Ability to perform calculations using units of money, time, measurement, etc. Ability to calculate figures and amounts such as proportions, percentages, area, length, width, height, and depth. Ability to apply basic concepts of algebra, geometry and general business math.

Physical Demands

While performing the duties of this job, the employee is regularly required to stand; walk; use hands, type or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to sit, stoop, or crouch. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. Time commitment required of this position will vary with the seasons.

Work Environment

Work environment with this job primarily includes the typical office environment. The noise level of this job is typically moderate. Employees in office positions may occasionally enter warehouse work areas.