



FIRECLAY TILE

Making beautiful, sustainable ceramic products since 1986

Factory Showroom Junior Sales & Customer Service Associate July 2010

We are currently looking for an energetic, vivacious junior sales and customer service associate to join our team and help grow our company. You are qualified for this job if you have an exceptionally outgoing and infectious personality, are eager for a new challenge, and love selling to customers and demonstrating first-class customer service.

Our company is located in downtown San Jose, and there we have the Fireclay Factory Showroom as well as our corporate headquarters. We are unique from many other tile companies and showrooms in that we make almost 100% the products that we sell – embracing our brand and our soul will be paramount. Your focus will be primarily on assisting sales, customer service, and merchandising and ensuring that our customers have the best possible experience.

In this role you will be:

- Assisting with customer sales in our Factory Showroom and supporting the sales team. This includes helping walk-in customers, following up with previous customers via phone/email, and ensuring everyone has an exceptional experience – we have a 5 star yelp rating we aim to maintain!
- Ensuring the Factory Showroom always looks its best and is merchandized well. Developing signage, displays, and sales tools will be a key component of the role
- Assisting with sampling and following up with individuals to inquire about projects
- Thanking customers through letters and phone calls
- Training and learning about ceramics, Fireclay Tile, and all that there is to our business so that you can talk about it intelligently and expertly
- Working with online technologies including Google Documents, Salesforce.com, and other web-based programs to take customer service to the next level. A strong background in computers is key
- Working 6 hours per day and some Saturdays

You'd be a great fit for this role if you:

- Studying for or just recently completed a degree in Interior Design.
- Some existing knowledge and education in surfacing materials with an interest in deepening that learning.
- Sincere and strong devotion to customer service and exceptional retail experiences
- Some experience designing for clients with tile
- LOVE customer service! Exemplary organization and time management skills with the ability to greet and retain new clients while maintaining existing accounts.
- Are a self-starter and don't need any hand holding, but can take feedback well and give it right back at the same time



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- Are fun, passionate and learn quickly. Love being part of a small company and personally contributing to our team's success

As part of this job you will receive mentorship from skilled designers and industry practitioners, as well as the opportunity to work both in a sales environment and for a manufacturer. You will truly see all aspects of the design industry first hand.

If you think you are right for this job please email a resume and 100 words on your very best customer service experience and how you would apply that to our company. Please send email to jobs@fireclaytile.com. Please no calls. We will try our best to follow-up quickly and are hoping to fill the role quickly. We apologize in advance if you do not hear back from us.

Compensation will start at \$12 per hour. This is an entry-level, junior position designed specifically for individuals new to design looking for that first job.

Fireclay Tile Background:

Fireclay Tile (www.fireclaytile.com) is the leading U.S. ceramic tile company using recycled materials and sustainable manufacturing practices. We make the highest quality, most durable and aesthetic hand-made ceramic products that are unique, affordable, and "green." We are based in San Jose, CA and the majority of our products are manufactured in the United States. We aim to be a triple-bottom line company and are working hard to achieve our goals.