



FIRECLAY TILE

*Making beautiful, sustainable ceramic and glass products since 1986*

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## **Factory Showroom Sales Associate – January 2012**

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

Our Factory Showroom is located in downtown San Jose, and is the brand epicenter of our company. It is unique from almost every other tile showrooms in that we actually make most of the products we sell. Embracing our brand and our soul will be paramount. Your focus will be purely on sales, customer service, and merchandising in the showroom and ensuring that our customers have the best possible experience. We have been in business for 26 years and our company is like a small family – it will be imperative that you fit in with our company culture and that you have a self-starter personality.

In this role you will be:

- Driving sales in our Factory Showroom. This includes helping walk-in customers, following up with previous customers via phone/email, and ensuring our partners such as contractors have exceptional sales experiences
- Working with customers on tile designs for their kitchens, bathrooms, patios, and other related projects. A strong knowledge of both design and tile is essential.
- Ensuring the Factory Showroom always looks its best and is merchandized well
- Working with the Fireclay team and our limited outside vendors to ensure we have the correct product, samples, and sales materials necessary to ensure our customers can get what they need, and ordering these materials when needed
- Designing and updating Fireclay Tile concept boards to best show current products and those in development.
- 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
- Supporting the team in any other way that is necessary.

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

- Have 5-10 years experience in K&B design or in selling/designing with surfacing materials in a showroom or as a sales rep for ceramic products and have experience in tile specification, sales, ordering and basic installation principles. Background designing with tile in high-end settings and incorporating decorative tiles is a must.



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- Are comfortable handling large sales of over \$30,000, yet also love ensuring that folks purchasing \$20 have a great experience.
- Background in interior design or the home/commercial furnishings space. Preference for individuals with a demonstrated commitment to sustainability.
- Strong background in tile.
- LOVE customer service! Exemplary organization and time management skills with the ability to greet and retain new clients while maintaining existing accounts. We strive to be like companies such as Zappos.com, Apple, or Patagonia. We have a 5-star Yelp rating and our goal is to always maintain world-class customer service.
- 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
- Are fun, passionate and learn quickly. Love being part of a small company and personally contributing to our team's success
- Know Fireclay Tile and all that we are about!

We are looking for someone to work fulltime including Saturday's. We may consider hiring multiple people in part-time capacities, as well. Our goal is to be flexible so we can find the right people for our company.

If you think you are right for this job please email a resume, 100 words on why you are the perfect addition to our team, and portfolio of recent tile projects to [jobs@fireclaytile.com](mailto: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 be a combination of salary and attractive commission. Health benefits are available.

## **Fireclay Tile Background:**

Fireclay Tile ([www.fireclaytile.com](http://www.fireclaytile.com)) is the leading U.S. ceramic and glass 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.