



Flooring Center Assistant

Starting wage: \$15/hr. You will be paid on a biweekly basis.

Part-time, 10-20 hours during normal business hours (M-Th 8-5, F 8-4), flexible based on availability

Job responsibilities include:

- Greet walk-in visitors to the Flooring Center
- Answer and triage phone calls, and respond to email and social media project inquiries
- Educate new customers on what to expect for their project, gather necessary information to put them in our pricing system
- Maintain and organize product displays and samples
- Manage social media accounts
- Create/maintain overstock items database
- Meet regularly with sales team and estimator to expedite project tasks and documentation
- Attend weekly staff meetings
- Warranty material orders
- Scheduling assistance including communication with installers and customers
- Schedule site measurements and appointments for the sales team
- Prepare documentation for site measurements
- Update and maintain Builder Program information
- Technical support
- Send out Care & Maintenance and Warranty information to customers after their purchase
- Refer customers to WKB when appropriate and assist designers with flooring related needs as requested
- Process development / special projects

Part-time positions do not qualify for benefits, however there is potential for the right candidate to move into a full-time role with benefits.

The ideal candidate is interested in learning about the flooring industry, has the ability to work independently, takes initiative to find and solve problems, is organized, and has good written and spoken communication skills. General computer literacy is required.

Welling Kitchen, Bath & Floor is a family-owned and operated business. Here's what matters most to us:

- Providing a positive, collaborative, supportive and fun work environment
- Creating job opportunities that support our employees and their families goals for security, balance and fulfillment
- Contributing to our incredible community
- Developing and maintaining systems for organized, efficient, and enjoyable work and customer experiences
- Creating spaces that are beautiful, functional, efficient, and catered to the needs and desires of homeowners