

Mountain Laurels Housekeeping

Job Description: Sales Representative

Mountain Laurels Housekeeping seeks to hire and retain quality employees. This position involves sitting, talking, computer/tablet data entry and driving to businesses and residences. Punctuality, time-management, customer service and attention to details are key elements of this position. Work is performed unsupervised and the successful candidate must demonstrate a high degree of trust, respect and good judgement. This is a non-exempt position. Base hourly wages dependent on experience, skills and qualifications. Commission paid for successful sales.

Essential Skills and Qualifications

Knowledgeable in cleaning and sanitizing rooms to varying levels. Ability to read, write and follow written instructions with a focus on detail. Solid understanding of sales and marketing techniques used to acquire and retain new business. Adaptable to different situations and change work processes to accommodate customer needs. Ability to take criticism by employing listening skills in order to make sure that they are meeting the needs of their clients for cleanliness and sanitation standards. Employ customer service skills to build a trusting business relationship, which includes reliability, organizational skills, integrity and honesty. Maintain high energy levels to ensure assigned jobs are completed on time. Possess time-management skills so that appointments and jobs are always on time. Understand and use GPS maps on a smart phone or other device to locate jobs.

Job Duties

- Daily travel to businesses and residences for on-site consultation
- Travel distances up to 60 miles, one-way
- Do business in a variety of locations and environments
- Dress in clean and ironed business-casual clothing
- Present a clean and professional appearance
- Build quality relationships with new businesses and customers
- Use phone calls, texts, and company email communications to book on-site estimates and schedule cleanings
- Carry and complete company forms
- Memorize pricing details and apply the details to create written job cost estimates
- Use tablet/smartphone/laptop to enter and lookup data from various applications
- Ensure a high-level of customer service is always performed
- Assist customers with requests and questions as necessary
- Use Quickbooks to enter timesheet data, invoices and accept payments
- Use service recovery skills to ensure customer satisfaction and retention

Working Environment and Physical Demands

- 80% of the time working indoors, occasionally without functioning HVAC
- 20% of the time working outdoors in all types of weather
- This is a lightly physical job with daily activities that include: standing, stooping, bending, walking, carrying, climbing stairs, driving, typing and talking
- Working near or around different types of pets, which contributes to dust, dust mites, and odors from urine and feces
- Use required personal protective equipment and gear, such as: gloves, face masks, shoes, and hats
- Works under the assumption that clients are always watching, either with cameras or in person

Required Education, Experience, Licenses and Equipment

- High School Diploma or GED is required, Associates Degree Preferred
- 4 Years Sales Experience will substitute for Associates Degree
- Valid State Driver License of Class “C” or better
- Applicant must own or always have access to a reliable and lawfully registered vehicle
- Applicant must own an operational smart phone with a Directional Map application installed and know how to use the application
- Accurate Typing Skills

Supervision

This position exercises no supervisory authority. This position reports to the Operations Manager.

To Apply

- Submit resume detailing your experience
- Submit a cover letter explaining why you would be a great fit
- Complete a notarized background check waiver
- Provide proof of eligibility to work in the United States
- **No phone calls, please! We get numerous phone calls regarding open positions.**
- For the fastest response, submit your request by mail or scan-to-email to:
 - drew@mountainlaurels.house