



Job title	<i>Comfort Advisor</i>
Reports to	<i>Sales Manager/Owner/CEO</i>

Job Purpose

The Comfort Advisor is responsible for the generation, facilitation and overall end-to-end sales process of all products and services for Osceola Air.

Job Summary

The Comfort Advisor (CA) responds to all customer inquiries during the sales process. He/she maintains expert knowledge of company products and services and drives maximum profitability through in home sales. The CA creates and facilitates all sales tickets, sales functions and coordinates with all necessary parties to ensure that sales proceed smoothly and efficiently and to the customer's satisfaction. Performs other duties/tasks as required.

Detailed Responsibility

Schedules sales appointments and meets with potential customers in their homes to explain the company's products and services. Conducts a thorough inspection of interior and exterior areas of potential customer's property to determine how best to serve the customer.

Responds to customer inquiries regarding product selection, placement of orders, requests for prices and quotations, complaints and scheduling of deliveries and installations, and providing customer follow-ups.

Makes sales presentations to customers based on inspection and issues identified by addressing any questions, explaining the process and setting expectations.

Focuses on securing the maximum profitable sales opportunity with each customer through excellent selling, service and problem-solving. Develops profitable business with new customers through excellent selling, service and problem-solving.

Achieves sales performance objectives through assigned leads and new business development.

Serves as a problem solver for customers by utilizing the in-depth training provided to decide on the best overall solution for each customer's needs.

Coordinates purchase and delivery of special products. Obtains information on pricing specifications, uses and availability.

Codes and inputs customer orders, pricing information and additional data into the computer system.

Continuously improves and maintains in-depth product knowledge. Shares expertise, guiding customers to make the best product and service selections that will provide value to their business, while enhancing company profitability.

Qualifications

Qualifications include:

- Previous in-home sales experience required/preferred.
- Industry knowledge and experience preferred.
- Valid driver's license
- Clean driving and criminal records as required by FL state laws for home service companies and by company insurance carrier(s)
- Ability to lift 100 pounds
- Neat, clean, professional appearance.
- Other background checks may be required.

Physical Requirements

Job generally works indoors and is somewhat physically demanding, requiring standing for extended periods of time, lifting heavy objects on an occasional basis, and working with challenging clients.

Direct Reports

This position has no direct reports.

Approved by:	
Date approved:	
Reviewed:	

By signing below, I acknowledge that I understand and agree to perform the duties described herein to the best of my ability, with or without accommodation, with honesty and integrity.

Employee Signature: _____ Date: _____

Manager Signature: _____ Date: _____

We look forward to you joining our Team!