

Outdoors Sales Specialist

Reports To: Director of Sales

Location: Corporate

Last Revision Date:

Position Overview

The Outdoor Sales Specialist is responsible for driving sales growth by delivering outstanding customer experience across multiple sales channels, including in-person showroom visits, phone inquiries, live chat, social media platforms, and referrals. This role serves as a key point of contact for customers throughout the buying process, identifying customer needs, presenting product solutions, preparing quotes, and closing sales. The ideal candidate is a motivated sales professional who enjoys building relationships, following up on opportunities, and helping customers find the right outdoor structure to fit their needs and budget. Additionally, this position provides support to JDM Outdoors Sales Centers as needed, helping ensure consistent customer service and sales coverage throughout the year.

Key Responsibilities

Face to Face Sales Responsibilities – Corporate Office

- Welcome and assist customers visiting the showroom, providing knowledgeable guidance on shed products, customization options, and accessories.
- Build strong customer relationships by understanding customer needs and recommending products that best meet their requirements and budget.
- Prepare accurate quotes, explain product features and pricing, and close sales across multiple sales channels.
- Maintain timely follow-up with prospective customers to maximize sales opportunities.
- Process sales transactions accurately and maintain customer records.
- Stay current on product knowledge, promotions, financing options, and inventory availability.
- Resolve customer questions and concerns professionally while maintaining a high level of customer satisfaction.
- Assist with showroom presentation and ensure displays are clean, organized, and inviting.

JDM STRUCTURES

Social Media, Live Chat, and Phone Sales Responsibilities:

- Respond promptly to customer inquiries received through online chat, social media messaging, and telephone calls.
- Provide professional interaction through online portals and phone conversations.
- The ability to close sales on the phone or on social media without the need to see the customer face to face.
- Build strong customer relationships by understanding customer needs and recommending products that best meet their requirements and budget.
- Prepare accurate quotes, explain product features and pricing, and close sales across multiple sales channels.
- Maintain timely follow-up with prospective customers to maximize sales opportunities.
- Process sales transactions accurately and maintain customer records.
- Stay current on product knowledge, promotions, financing options, and inventory availability.
- Resolve customer questions and concerns professionally while maintaining a high level of customer satisfaction.

Sales Center Support Responsibilities:

- Provide planned support to JDM Sales Centers by assisting with sales activities and covering staffing needs during vacations, seasonal demand, and other scheduled absences.
- Develop and maintain expert knowledge of JDM Outdoors products, services, and sales processes through ongoing training and professional development.
- Perform other duties as assigned to support the sales team and organizational objectives.

Requirements:

- Valid driver's license required and a willingness to travel to other JDM Sales locations.
- Strong customer service and sales skills both in person and online.
- Proficiency with social media and computer applications.
- Ability to multitask and manage multiple customer interactions effectively.
- Establish and achieve sales goals and performance metrics that support a commission-based compensation structure.