

**Sales Consultant / Journey Level Carpenter  
Handyman Services Division  
Job Description  
September 2014**

The Handyman Services Sales Consultant/Journey-Level Carpenter (SC/JLC) is responsible for working with the client, from the initial client contact until the project's final payment is collected. He/She is responsible for packaging and selling projects that will meet the quality and profit standards established by Neil Kelly Company.

The Handyman Services SC/JLC is responsible for working in compliance with company-established standards for paperwork and processes, and customer, trade contractor, and vendor relationships. The Handyman Services SC/JLC is responsible for participating in specified company public relations and marketing efforts.

The Handyman Services SC/JLC is defined as one who has met the journey-level standards. Handyman Services is a division of the Neil Kelly Company and follows all of the same hiring practices of the Neil Kelly Company.

The Handyman Services Sales Consultant/Journey-Level Carpenter (SC/JLC) reports directly to the General Manager of the specific location's operations.

**Primary Responsibilities**

The primary functions of this position include but are not limited to:

1. Interviewing the client in order to determine remodeling/repair, budget, and financing needs. Assisting with the client's obtaining financing if required;
2. Estimating, presenting and selling the project using other staff members with internal and external designers as needed;
3. Providing the Neil Kelly Company with signed contract, specifications, sketches or plans as needed, cost sheet, selections, recision papers, notice of right to lien, and all other pertinent project details;
4. Arranging and scheduling necessary meetings with the client;
5. Managing the project by either actual site visits or consulting regularly with the job trade contractors and workers;
6. Coordinating the billing process (down payments, progress payments, and final billing) with the office staff, and reviewing all for accuracy;
7. Collecting the final check, reviewing the project with the client and asking for referrals;

8. Maintaining a company-provided presentation book, product catalog, and pricing information;
9. Attending the regular general staff meeting and other sales-related meetings that pertain to the HomeForce team meeting. Attending mandatory safety meetings and any other company mandated policy meetings;
10. Participating in training programs offered by the company, to include: use of price books for general work and cabinet estimating, computer training as required to performs the work assigned, sales training, and other classes as required by the management team;
11. Carpentry labor, job clean up, job safety;
12. Protecting customer's property from undue dust and debris. Providing customer security by locking up each day and making sure no hazards are left that could cause injury to customers, their pets or property;
13. Generation of all job related paperwork, i.e., permits, plans, specifications, contracts, change orders, billings, estimate sheets, sales sheets, plus any other assigned or required paperwork;
14. Participate on a rotating emergency service program for weekends and Evenings;

Company management is to remain in a support capacity and to remain outside the project except for extreme cases of difficulty and/or when requested by the client.

Quality control, profit, service and client satisfaction are the responsibility of the Homeforce SC/JLC throughout the life of the project warranty.

### **General Requirements**

Each Handyman Services SC/JLC is expected to be able to perform physical exertion typically found on construction sites. This physical exertion will include but will not be limited to: carrying, lifting, climbing, crawling, stooping, squatting, pushing, pulling, and hauling. Each will be expected to lift, on a regular basis, 75-125 pounds. This will include regular lifting of 30-50 pounds over his or her head, and occasionally lifting up to 125 pounds over his/her head. Job site situations vary greatly. Handyman Services SC/JLC's may work inside or outside, on even and uneven surfaces, on roofs and ladders, under structures, and in other physical situations.

A Handyman Services SC/JLC must be able to work independently and is responsible for managing his/her own time.

Handyman Services SC/JLC's are expected to maintain a current First Aid/CPR card. Classes are provided by Neil Kelly Company. HomeForce SC/JLC's are expected to meet all Neil Kelly Company and OSHA safety requirements, including supporting the Neil Kelly Drug-Free Workplace policy. Specifics are outlined in the company's Safety Policy.

As an extension of our commitment to our community, The Neil Kelly Company Management Team has chosen to participate in an international environmental and economic sustainability movement through the framework of The Natural Step. It is expected that company employees will use this adopted philosophy as a guideline for making regular business decisions and participate in related Natural Step activities as directed by management.

Each Handyman Services SC/JLC is expected to supply and maintain his or her own power and hand tools according to Neil Kelly standard tool and safety policies.

Each Handyman Services SC/JLC is expected to provide her or his own vehicle in which to transport tools and some materials to and from job sites to perform the required duties of this position. This vehicle is to be a pickup truck or utility type van. S/he will be expected to provide a valid driver's license and a verifiable automobile insurance plan.

The ability to work as a member of a team is a requirement for the HomeForce SC/JLC. Each company employee is assigned to a work group team which meets at least once a month to discuss company business. The Handyman Services SC/JLC will be expected to be a full participant on his or her team.

The Handyman Services SC/JLC's are strongly encouraged to attend any company-provided, optional training sessions. The Handyman Services SC/JLC's are expected to attend any and all mandatory training sessions.