

**Designer Consultant  
Remodeling Division  
Job Description  
January 2016**

The Design Consultant is responsible for working with the client from the initial client contact until the project's final payment is collected. The Design Consultant is responsible for creating and selling projects that will meet the quality and profit standards established by Neil Kelly Company.

The Design Consultant is responsible for working in compliance with company established standards for paperwork and processes, and customer, subcontractor, and vendor relationships. The Design Consultant is responsible for participating in specified company public relations and marketing activities.

Portland area Design Consultants report directly to the VP Sales who reports to the President. Seattle, Bend, and Eugene Design Consultants report directly to their location General Manager who reports to the President. Seattle, Bend, and Eugene Design Consultants work with the VP Sales who oversees the Design Consultants company-wide.

**Primary Responsibilities**

Primary functions of this position include, but are not limited to:

- 1) Taking leads in the showroom and over the telephone as directed by management. Entering client information into our client data base. Working assigned weekly showroom floor hours and some floor hours during special events such as home shows and company open houses;
- 2) Interviewing the client in order to determine remodeling needs, budget, and financing needs. Assisting with the client's obtaining financing if required;
- 3) Designing, estimating, presenting, and selling the project using other staff members and outside designers and engineers as needed;
- 4) Working with the Project Manager to provide Neil Kelly Company with signed contract, specifications, sketches or plans as needed, finance papers, cost sheet, selections, rescission papers, notice of right to lien, and all other pertinent project details;
- 5) Arranging and scheduling necessary meetings with the client;
- 6) Monitoring job progress by either actual site visits or consulting regularly with the Project Manager;

- 7) Reviewing of job cost status provided by the Project Manager on a regular basis;
- 8) Coordinating the billing process with the office staff (down payments, progress payments and final billing) and reviewing all for accuracy;
- 9) Collecting the final check, review the project with the client, and asking for referrals;
- 10) Maintaining a company-provided presentation book, product catalogue, and any price books;
- 11) Attending the regular general staff meeting and other sales-related meetings as required. Attending mandatory safety meetings and any other company mandated policy meetings;
- 12) 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 perform the work assigned, design training, sales training, and other classes as required by the management team. The Design Consultant may be expected to work toward Certified Kitchen Designer, Certified Bathroom Designer, Certified Aging in Place Specialist, LEED AP, LEED Green AP and or Certified Graduate Remodeler certifications. The National Kitchen & Bath Association or the Home Builders Association may require several years of experience in order for the Design Consultant to be certified through these programs. In that case, Neil Kelly Company may require passage of the qualifying examinations within three years and completion of the paperwork for certification as soon as the associations allow. These trade association programs are currently in flux.

A team concept of Client, Design Consultant, Design Associate, Carpenter, and Project Manager is to be stressed, used, and capitalized upon whenever possible. Company management is to remain in a support capacity and to remain outside the project until and unless involvement is requested by both the Design Consultant and the Project Manager, or the Client.

Quality control, profit, service, and client satisfaction remain the responsibility of both the Design Consultant and the Project Manager throughout the life of the project warranty.

### **General Requirements**

Office hours are determined by the Design Consultant with the exception of those times assigned by the management team as described elsewhere in this document.

The Design Consultant will be expected to lift light materials. Regular travel between offices and to job sites is also required. S/he will be expected to provide a valid driver's license, good driving record, as well as his or her own transportation to and from the office and during the work day in order to perform the required duties of this position. The Design Consultant position requires the capacity to negotiate a variety of site conditions, uneven ground, climbing stairs and occasionally climbing ladders. This person will be required to use a computer and calculator, write and speak English, use a telephone and other office equipment.

The Design Consultant is expected to abide by the company safety policy, including supporting Neil Kelly's Drug-Free Workplace Policy.

As an extension of our commitment to our community and the environment, The Neil Kelly Company is a certified B Corp and is registered as a Benefit Corporation with the State of Oregon. Being a B Corp requires work toward environmental sustainability, good corporate citizenship, and good employment practices. It is expected that company employees will use this adopted philosophy as a guideline for making regular business decisions and participate in related training and work activities as directed by management.

The ability to work as a member of a team is a requirement for the Design Consultant. Each company employee is assigned to a team that meets at least once a month to discuss company business. The Design Consultant will be expected to be a full participant on his or her team.

This position requires that the person dress as a professional. The Neil Kelly Company definition of professional dress includes a minimum requirement of slacks and dress shirts for men and slacks or skirt and blouse or dress for women. A tie is optional, but strongly recommended for men.

This position requires a combination of education and/or experience that provides knowledge in sales, housing, construction, architectural design and/or interior design; knowledge and/or experience related to remodeling design and construction is preferred; local building codes; cost estimating and specification writing.

The Design Consultant must have skill in presenting ideas and recommendations effectively, orally and in writing; skill in analyzing and interpreting problems and in exercising ingenuity and inventiveness in devising solutions to problems; skill in mathematical computations; skill in making cost estimates for design and construction; and skill in working with clients in both a sales and service capacity.

This person must have the ability to deliver projects within approved time schedule and budget and the ability to establish and maintain effective working

relationships with other employees, clients, subcontractors, vendor/dealers and the general public.

### **Compensation**

A base salary will be established for each salesperson as of the date of hire, dependent on individual experience and qualifications. The salary is to be paid on the last business day of the month.

Refer to the Remodeling Base Salary Policy for additional details.

The Design Consultant and the Project Manager are both commissioned positions and they work as a team. Their compensation is therefore, tied together. They will work together on project estimates and on determining sale price.