

**Handyman Services Salesperson
Portland Operations
Job Description**

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

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

The HS Salesperson reports on a day to day basis to the HS Operations Manager, who reports to the General Manager of Handyman Services. Office hours are determined by the HS Salesperson in consultation with the General Manager, with the exception of those times assigned by the management team for duties described below.

The HS Salesperson's hours are 100% Job Costed.

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, rescission papers, notice of right to lien, and all other pertinent project paperwork and 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) Working with a Neil Kelly Project Manager on those jobs deemed large enough or complex enough to require a separate Project Manager;
- 7) Coordinating a timely billing process (down payments, progress payments, and final billing) with the office staff, and reviewing all for accuracy;

- 8) Monitoring payments related to lien cutoff dates;
- 9) Collecting the final check, reviewing the project with the client and asking for referrals;
- 10) Maintaining a company-provided presentation book, product catalogs, and pricing information;
- 11) Attending the regular general staff meeting and other sales-related meetings that pertain to the Handyman Services Division. 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 performs the work assigned, sales training, and other classes as required by the management team;

A team concept of client, HS Salesperson, Project Manager and Carpenter 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 HS Salesperson, Project Manager and the client.

Quality control, profit, service, and client satisfaction are the responsibility of the Handyman Services Salesperson throughout the life of the project warranty.

General Requirements

The HS Salesperson 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 and a verifiable automobile insurance plan, 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. This person will be required to use a computer and calculator, understand, write and speak English, use a telephone and other office equipment.

The HS Salesperson 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, The Neil Kelly Company Management Team has chosen to participate in the B Corp organization – encouraging community citizenship and environmental sustainability as well as good business practices. It is expected that company employees will use this adopted philosophy as a guideline for making regular business decisions and participate in related B Corp activities as directed by management.

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

This position requires that the person dress as a professional. Neil Kelly Company golf shirts, denim shirts, or similar non-company shirts with slacks, skirts, or "docker style" pants, are acceptable. A tie is optional. Denim pants and tennis shoes are not acceptable unless required for attic or under house access.

This position requires a combination of education and/or experience that provides knowledge in 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 HS Salesperson 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 computation; skill in making cost estimates for design and construction; skill in working with clients in both a sales and service capacity.

This person must have the ability to deliver and produce projects within approved time schedules and budgets, and the ability to maintain effective working relationships with other employees, clients, trade contractors, vendor/dealers, and the general public.