

**POSITION:** Design Coordinator and Product Line Ambassador

**CLASSIFICATION:** Exempt

## **BASIC FUNCTIONS:**

**PRIMARY:** Work closely with the Design team to facilitate the daily workflow of design projects from inception to delivery.

**SECONDARY:** Prospect for new business opportunities for the Grand + Benedicts products lines. Work with retailers to develop store plans using Grand + Benedicts product lines.

## **REPORTING:**

The Design Coordinator/Product Line Ambassador reports directly to the CEO.

There are no positions reporting directly to the Design Coordinator/Product Line Ambassador.

**PRINCIPAL DUTIES:** The Design Coordinator/Product Line Ambassador is responsible for the following:

1. Acts as the primary customer-facing design representative establishing a clear understanding of client's design objectives.
2. Represents the Design department in kick-off meetings for all new opportunities.
3. Serves as the main point of contact for all design related projects and requests.
4. Manages and communicates scheduling requirements to the Design department manager.
5. Communicates directly with both customers and sales persons regarding all design projects.
6. Responsible for the introduction and marketing of Grand + Benedicts product lines to potential clients. Coordinates with Marketing for brand collateral.
7. Follows-up on leads and prospects through cold calling, emailing, mailing, face-to-face meetings and group presentations.
8. Travels to visit clients locally and nationally. Attends retail design networking events throughout the country to create new leads
9. Educates sales team on product line features.
10. Prepares sales proposals and quotes with accurate pricing.
11. Clearly communicates sales orders with Accounting and Shipping departments, including product specifications, special needs and delivery dates.
12. Occasionally assists in collecting from delinquent accounts and/or obtaining credit information from new customers.
13. May provide store layout services incorporating Grand + Benedicts products in to proposals.
14. Participates in meetings to help resolve client, department and company-wide issues when necessary.
15. Other duties as assigned.

**RESPONSIBILITIES:** The Design Coordinator/Product Line Ambassador is responsible for the following:

1. Adhering to the codes of the company's Employee Manual.
2. Maintaining a constructive environment at work. This includes self-evaluating work performance on a fair basis.
3. Adhering to written Standard Operating Procedures for all aspects of the position.
4. Adhering to all departmental operating guidelines.
5. Providing insightful and enthusiastic teamwork that generally creates positive attitudes and builds supportive morale.
6. Working well with coworkers and supervisors, avoiding conflicts and confrontations that result in a tense and unproductive working environment.
7. Participating in training meetings when needed. This includes learning product knowledge and procedural proficiencies.
8. Conducting all operations within established budgets.
9. Using and submitting all forms and reports in a complete, accurate and timely basis. This includes respecting and maintaining proper filing systems.
10. Ensuring your work area is clean and presentable to customers and other visitors.
11. Maintaining a reasonable work environment and obeying safe working practices at all times.
12. Treating customers with courtesy at all times.
13. Maintaining confidentiality on all corporate subjects so classified.

**MINIMUM QUALIFICATIONS:** The Design Coordinator/Product Line Ambassador should possess the following:

1. High school diploma/GED required.
2. Bachelor's degree in related field preferred.
3. Strong understanding of the design and the production process, as it applies to store fixtures.
4. Demonstrated experience selling and presenting to mid-size groups.
5. Background in retail design/store planning preferred.
6. Excellent written and verbal communication skills.
7. Demonstrated ability to work well independently and within a team.
8. Demonstrated ability to multitask.
9. Ability to interact effectively with management, customers and team members.
10. Proficient in Microsoft Word, Excel and Outlook.
11. Working knowledge of store planning and design software preferred.