

JOB POSTING

Role: Design Assistant
Reporting to: Retail Sales Manager
Department: Sales
Application Deadline: September 30th, 2021

Since 1977 Gem Cabinets has been meeting the cabinetry needs of homeowners in Edmonton and surrounding areas, and now Gem is growing again! As a locally owned and operated family business Gem prides itself on its culture of taking care of its people. Whether that is our customers that we work hard for every day, or our employees that make what we do possible, people are at the center of everything we do. As part of our recent growth, we are looking to expand our dynamic team, and we are looking for someone with a particular set of skills.

The Design Assistant will join a highly skilled team of designers. The Design Assistant is responsible for managing the relationship with the customer by providing exceptional customer service.

The Design Assistant will work in a fast paced professional environment and play a critical role in ensuring customer satisfaction by building and maintaining relationships with clients, promoting and selling products offered by Gem Cabinets, actively engaging staff in all departments to ensure their clients needs are met and representing the company in a professional and ethical manner.

KEY RESPONSIBILITIES

- Showroom Orders / Maintenance
 - Drawing design updates for the showroom cabinetry
 - Ordering samples/displays
- Quoting and Ordering
 - Small orders, vanities, and parts for customers. (Generally 1 – 2 cabinets)
 - Selling clearance items
- Assisting Designers
 - Drawings
 - 3D's
 - Meet with clients as needed
- Attend monthly sales meetings and keep up to date with current offerings, discontinuations, samples, procedures and pricing structures from various suppliers
- Collect delinquent accounts as soon as possible before delivery
- Maintain a professional, positive attitude and show respect to your clients and fellow employees

KNOWLEDGE & SKILLS REQUIRED

- Cabinet design designation or equivalent industry experience
- Excellent written and verbal communications skills, project management skills along with exceptional interpersonal skills
- Ability to be diplomatic when dealing with clients
- Handles pressure/disappointment professionally
- Works with other departments to identify and solve problems
- Must be able to function with interruptions and deadlines
- Strong organizational skills with ability to handle multiple priorities
- Good computer skills in Outlook, Word, and Excel
- Pleasant telephone manner
- Ability to multi-task effectively
- Ability to perform math; read technical information, analyze situations to define issues and draw conclusions
- Must be a self-starter that can identify improvements and implement them with limited direction
- Possess a valid Class 5 drivers license and personal vehicle
- Interest in keeping up with ever-changing technology

If this opportunity sounds like one you might be interested in, we would love to hear from you. At Gem Cabinets all of our roles are essential to delivering an exceptional customer experience, and we pride ourselves on our culture. To apply email us at sheriwalker@gemcabinets.com