Job Description: **Project Specialist Interiors**

PeopleSoft Job: SM0049
Effective: 11/24/2012
Reports To: ASM (Kitchen Cabinets)
Back Up Position: n/a

**General Description/Purpose**

The Project Specialist Interiors (PS-I) position plays the primary, customer-facing role in developing, closing and managing kitchen and bath project sales. The PS-I will work autonomously to guide project customers and drive collaboration across a team of store sales specialists in Kitchens, Fashion Plumbing, Appliances, Flooring, Fashion Electrical, Walls and Windows and many other related categories.

The purpose of this position is to improve attachment rates across related departments and position Lowe’s as the complete kitchen and bath remodeling solution.

The PS-I will be engaged in home with customers during the entire project cycle (from lead generation to post project follow-up) and drive project decisions to ensure customer expectations are met.

The PS-I will positively impact kitchen and bath project sales volume, project completion, and customer satisfaction by doing the following:

- Building relationships with customers in-home and proactively communicating throughout the project
- Interviewing customers and performing detailed site inspections to collect project specifications and develop comprehensive Kitchen and Bath plans & quotes
- Working with other departmental specialists, and lead the Kitchen and Bath design, planning, and sales process
- Actively managing the sales cycle to close leads
- Presenting plans to customers in-home or in-store and moving to close the sale
- Actively managing the project selling cycle to manage and meet customer (& Lowe’s) expectations
- The PS-I will perform some in-home duties during the project installation phase that includes performing job site reviews

The majority of the PS-I’s time will be spent meeting with customers conducting selling consultations both in-home and in-store and executing job-site inspections. Whether in-home or in-store, the PS-I’s will focus on 1) conducting introductory project meetings with customers, 2) working with store associates to develop comprehensive kitchen and/or project plans, 3) presenting plans to customers and 4) closing sales.

Methods the PSI will employ include but are not limited to in-home and in-store introductory project meetings, in-home consultations, coordination of project development resources, consultative sales techniques, project planning updates and site visits. The execution of these responsibilities will require an advanced combination of organization, planning, teamwork, sales and customer service skills. The PSI must also have a thorough knowledge of sales and project management and a general understanding of kitchen and bath remodeling and design.

**Work Schedule**

- Requires morning, afternoon and evening availability
- Required to work a Corporate Schedule determined by Staffing Department, but schedule may be changed by store management based on the needs of the store.
- Requests to be scheduled off for a specific day require advanced notification and approval by supervisor.
- Salaried Full Time: Generally scheduled 40 hours; hours may fluctuate due to business conditions or seasonality. More hours may be required based on the needs of the store.
Essential Functions and Responsibilities

- Acts as primary point of contact for qualified Kitchen and Bath Project customers during the entire project cycle.
- Conducts introductory in-home or in-store project meetings to further qualify and scope projects. Introductory meeting is the start of the design and selection process for well-qualified project customers.
- Conducts in-home consultations by appointment to assess site factors and further assist customers in understanding the kitchen and bath design and remodeling process.
- While conducting in-home visits works to close the sale with the customer.
- Develops a project plan & scope, assess and measure the site and qualify customer product preference using customer-facing materials in home.
- Coordinates team of specialists to develop a customer project proposal complete with a design, product and installation estimates (if desired).
- Manages the presentation of a proposal to the customer and determines the need for any revisions or follow-up. Actively seeks to maximize product attachment, margin and number of closed projects.
- Works with Sales Specialist and Production to ensure accurate ordering, delivery and installation activities, if required, are properly executed.
- Interacts with customer including in-home visits, in-store visits and final walkthroughs, if installed, to ensure all components of project management model are being executed to customer’s complete satisfaction.
- Ensure customer project files are fully updated to enable proper sales, planning, and execution.

Essential Skills and Position Requirements

- Sufficient knowledge of each category involved in kitchen and bath projects necessary to facilitate design changes, drive attachment and effectively close sales. Ability to manage multiple tasks (in-home and in-store) and coordinate multiple projects at different stages in the kitchen and bath project cycle.
- Thorough understanding of common estimating techniques related to kitchen and bath installations.
- Ability to handle customer questions, manage customer expectations, and resolve customer issues to their satisfaction throughout the project cycle.
- Must have a thorough understanding of consultative sales, project planning and project management and a general understanding of common practices in kitchen and bath remodeling and design.
- Ability to apply basic mathematical concepts and read, write & communicate using English language sufficient to perform job functions.
- Ability to operate store equipment in assigned area.
- Ability to process merchandise information through store computer system, POS register system and complete all required paperwork according to policy.
- Knowledge of company’s mission, purpose, goals and the role of every employee in achieving each of them.
- Ability to operate store equipment in assigned area (including but not limited to telephone, paging system, copiers, fax machines, computers, etc).
- Satisfactorily complete all Lowe’s training requirements (including annual Hazardous Material, departmental training, etc).
- Ability to interpret price tag and UPC information.
- Demonstrate skills relating to Project Selling.
- Ability to operate/demonstrate/explain merchandise in assigned area.
- Thorough knowledge of Lead and Contact Management.
Physical Job

- Ability to move throughout all areas of the store, sales floor, receiving, cash register areas, lawn and garden, including the outside perimeter of the store.
- Able to wear all necessary personal protective equipment to perform job functions.
- Stand and/or sit for long periods and perform job functions for a full shift with meal break.
- Physically able to stand, bend, stoop, kneel, reach, twist, lift, push, pull, climb, balance, crouch, handle and move items weighing up to 50 pounds without assistance.

Qualification Standards

Minimum Qualifications

- 3 years of experience in one or more of the following fields: remodeling design, remodeling sales or remodeling project management.
  - Preference for kitchen & bath related experience and experience in multiple fields.
  - Related Degrees/Certifications can count toward this requirement.
- 3 years of customer service experience.
- 2 years of experience managing multiple tasks and coordinating multiple projects at different stages in the project cycle.
- Must have reliable transportation to travel to the sales call/job site and to and from the store.
- Must pass a semi-annual Motor Vehicle Record (MVR) review and maintain a valid driver’s license.
- Applicants may be rejected if an interview or background check reveals that the applicant has been convicted of a felony or offense against property such as receipt of stolen property, larceny, embezzlement, burglary or similar convictions which are job-related.
- Must pass a pre-employment drug test administered by the Company.

Preferred Qualification

- Prior experience in measuring, estimating, and project planning.
- 5 years of experience in one or more of the following fields: remodeling design, remodeling sales or remodeling project management.

Acknowledgement

I acknowledge that I have read the Job Description and I understand what would be expected of me. The Company reserves the right to change or reassign job duties or to combine positions at any time. I also understand that I am an at-will employee, and this Job Description does not constitute a contract of employment.

Applicant/Associate Signature: _______________________________ Date: ________________