

# Job Description: Comfort Advisor

<b>Job Title:</b>	Comfort Advisor	
<b>Department:</b>	Sales	
<b>Reports to:</b>	Sales Manager or Owner	
<b>FLSA Status:</b>	Exempt	
<b>Classification:</b>	Outside Sales	
<b>Work Hours:</b>	Work hours will vary based upon scheduling needs of customer, presentation times and seasonality and the Comfort Advisor may regulate their work hours accordingly.	
<b>Pay Scale:</b>	Base salary, commissions and spiffs. Total target minimum compensation \$100,000+	
<b>Position Summary:</b>	A Comfort Advisor's primary duty is to sell the company's products and services in a regional territory.	
<b>Required Qualifications:</b>		
<ul style="list-style-type: none"> <li>• 2+ years consultative sales experience</li> <li>• Comfortable working directly with consumers in their home</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to use Company-furnished technology products</li> <li>• Valid driver's license</li> </ul>	
<b>Desired Qualifications:</b>		
<ul style="list-style-type: none"> <li>• 5+ years' experience retail sales</li> <li>• Goal orientated with a strong desire to succeed</li> <li>• Excellent customer service skills</li> <li>• Strong interpersonal &amp; communication skills</li> </ul>	<ul style="list-style-type: none"> <li>• Good writing skills</li> <li>• Professional appearance</li> <li>• Solid organizational and sales pipeline management skills</li> <li>• Strong understanding of the psychology of sales</li> </ul>	
<b>Essential Functions and Responsibilities:</b>		
<ul style="list-style-type: none"> <li>• Drive new sales for the company in a professional manner consistent with the company's integrity and customer-care standards.</li> <li>• Determine needs and then provide solutions that solve the customer's issues and generate a high rate of referral-based sales.</li> <li>• Present a proposal at the Customers' home, always present the proposal in person, never mail or fax this to the customer.</li> <li>• Perform sales presentations, as outlined in company selling process, using approved company presentation materials and methods.</li> <li>• Offer financing on all proposals.</li> <li>• Educate potential customers on value: Inform customers of all special promotions, the benefits of high efficiency equipment and optional equipment and products.</li> <li>• Refine communication skills and improve customer satisfaction processes.</li> </ul>	<ul style="list-style-type: none"> <li>• Must demonstrate learning-retention and field-level application of knowledge and skills attained from all trainings provided</li> <li>• Additional duties that are incidental to and in conjunction with a Comfort Advisor's own sales or solicitations including transferring all required information / communications after the call based on company process standards. This includes all pictures of the job and all necessary notes, drawings etc., to adequately communicate the job to the operations department in order for them to make the perfect installation; completing required sales reporting; being available to answer questions that may arise; and returning to completed jobs for quality checks, plant referral seeds and hang door hangers, pick up yard sign.</li> <li>• Comfort Advisors start the sales process in the office and travel to clients' home to engage in selling or sales-related activities.</li> </ul>	

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<ul style="list-style-type: none"> <li>• Keep appointments with customers as scheduled.</li> <li>• Ask customers for permission to place a job site sign when the job is sold.</li> <li>• Spend most, if not all, of a Comfort Advisor's time is spent on sales or sales-related activities in the field.</li> <li>• Participate in training as requested.</li> <li>• Perform full in-home assessment of client's home</li> </ul>	<ul style="list-style-type: none"> <li>• Follow company procedures for generating referrals.</li> <li>• Participate in weekly sales meetings.</li> <li>• Represent the company in a professional manner consistent with the company's integrity and customer-care standards.</li> <li>• Other duties as assigned.</li> </ul>
<b>Success Factors / Job Competencies:</b>	
<ul style="list-style-type: none"> <li>• Closing ratio of proposals</li> </ul>	<ul style="list-style-type: none"> <li>• Number of referrals received from closed jobs</li> </ul>
<b>Physical demands and work environment:</b>	
<p>The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may enable individuals with disabilities to perform the essential functions.</p>	
<b>Physical Demands:</b>	
<ul style="list-style-type: none"> <li>• While performing the duties of this job, the Comfort Advisor, will be required to visually inspect all areas of residential homes, including attic spaces, crawlspaces and exterior of the structure. This requires the use of step ladders and occasionally lifting up to 30lbs.</li> </ul>	<ul style="list-style-type: none"> <li>• Use of sight, touch and hearing senses will be required including but not limited to close vision, distance vision, color vision, peripheral vision and sense of touch.</li> </ul>
<b>Work Environment:</b>	
<ul style="list-style-type: none"> <li>• While performing the duties of this job, the Comfort Advisor is exposed to weather conditions at that time.</li> </ul>	<ul style="list-style-type: none"> <li>• Home solution advisor will be exposed to dusty and confining areas of a home for short periods of time.</li> <li>• Noise levels in the work environment are usually minimal.</li> </ul>
<b>Performance Standards:</b>	
<p>Certain key business indicators that will measure the effectiveness of this job description. These include the following:</p>	
<ul style="list-style-type: none"> <li>• Frequency of meeting target revenue goals.</li> <li>• % of leads that should be self-generated leads/referrals</li> <li>• % of High efficiency equipment sales sold by Comfort Advisor</li> <li>• # of Accessory sales to average sold per job</li> </ul>	<ul style="list-style-type: none"> <li>• Customer satisfaction level</li> <li>• Lead Generation processes done consistently</li> <li>• Proficiency with Company provided technology</li> <li>• Completeness of sales documentation and paperwork</li> <li>• Number of jobs sold without error or omissions</li> </ul>

I have received, reviewed and fully understand this job description. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

**Signatures:**

Employee: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_

