

# NOW HIRING

## SHOWROOM ESTIMATOR / PROJECT COORDINATOR

California Crafted Marble, Inc. specializes in kitchens and bathrooms. We fabricate and install countertops, shower surrounds, tubs and accessories providing the best quality service to our customers offering a wide variety of products such as granite, quartz, cultured marble & solid surface. We serve both residential and commercial customers. We are seeking a qualified candidate to fill an Estimator/Project Coordinator position within our Residential/Showroom Sales team assisting homeowners, contractors, dealers, home centers and home builders.

Everything we do is CUSTOM ORDER with many detailed factors involved. The main functions of this position are to assist our showroom and residential customers (directly with homeowners or indirectly through contractors, dealers, and builders of tract homes) with their kitchen and/or bathroom custom order. Position could possibly include: calculating square footage, providing estimates, preparing proposals and contracts, order entry, reserving material from the vendors, releasing the order, coordination with our production and purchasing departments, and following through until we have fabricated and installed.

Previous experience with the kitchen and bathroom industry, construction industry or other similar trades working with custom orders is preferred.

This is an extremely busy work environment working with customers in person and over the phone which will require the ability to perform quickly and multi-tasking while ensuring high-quality customer service.

**DUTIES AND RESPONSIBILITIES** include (but not limited to):

- Provide SUPERIOR CUSTOMER SERVICE,
- Assist and educate showroom customers in product selections,
- Assist customers with remnant selection,
- Read and interpret sketch drawings and draw sketch drawings,
- Calculate square footage,
- Pricing jobs, preparation of proposals and submittal to customer through the process of securing sales orders,
- Execute home improvement contracts and follow up on orders,
- Answer and respond to phone inquiries for residential customers,
- Order entry into computer database,
- Follow-up and follow-through customer orders,
- Call customers to provide them with their job schedule,
- Communicate and follow-up with production, installation, shop and purchasing team members to ensure accuracy of the order all the way through the process,
- Adequately provide resolutions whenever project issues arise,
- Other various office administrative duties to support this position.

**DEMONSTRATIVE SKILLS REQUIRED** include (but not limited to):

- Excited and driven to quality customer service with a desire to help customers make educated purchase decisions along with applying sales techniques and negotiation skills to secure sales.
- Successfully multi-tasking and prioritizing.
- Strong detail orientation to work accurately and efficiently.
- Strong planning, organizational and coordination.
- Effectively deal with and independently resolve challenges each and every day.
- Successfully able to work with time constraints and deadlines.
- Self-starter and doer.
- Effective communication both written and verbal.
- Ability to work in a fast paced environment.
- Strong computer skills working with Excel, Word, Adobe, Outlook, Internet and database type programs with the ability to learn quickly.

**ESSENTIAL REQUIREMENTS** of the position include (but not limited to):

The ability to effectively communicate in English verbally in person and over the phone as well as in writing/typing. Perform computer work, assist customers throughout our showroom as well as assist customers with remnants in our slab yard located two blocks away with exposures to outside and fabrication elements and use of tape measure. The position also requires the ability to lift/carry product samples up to 30 lbs.

**ABOUT THE POSITION:**

- Full Time. Monday - Friday 8:00 am to 5:00 pm w/rational Saturdays from 8:00 am to 12:00 pm.
- All offers of employment are contingent upon successfully passing both a pre-employment drug screen and a pre-employment physical.
- We offer full benefits: Health Benefits, Retirement Savings Plans, FSA, Holiday, Vacation, Sick and other employee appreciate benefits.

**TO APPLY:** [Jobs@CalCraftedMarble.com](mailto:Jobs@CalCraftedMarble.com) OR 9366 Abraham Way, Santee, CA 92071