



## **POSITION SUMMARY**

**TITLE: Concierge Sales Consultant**  
**REPORTS TO: Sales Manager**

**DEPARTMENT: Sales**

### **COMPANY OVERVIEW:**

Brook Furniture Rental, Inc. ([www.bfr.com](http://www.bfr.com)) is American's leading high end residential and office furniture rental company. We provide high quality furniture and trustworthy and reliable service to sophisticated transferred business executives, both domestic and international, in major metropolitan cities across the country. For three decades, we have focused on delivering the highest possible customer satisfaction through the combination of high quality furniture, impeccable service, and dependable execution. Brook employs over 300 Team Members across the country to run its operations.

### **POSITION OVERVIEW:**

The Concierge Sales Consultant is responsible for increasing Brook Furniture Rental's lease revenue. The purpose of the job is to manage a lead that is generated by an internet source, live chat, email, or a phone call, and to come to agreement with that customer resulting in a written and signed lease. The job will entail collaborating with customers from all over the United States and the world, with other Brook team members in the sales regions, and the distribution centers.

### **RESPONSIBILITIES:**

- Follow up regularly on internet requests via email and phone with the objective to "close the sale".
- Meet or exceed monthly team sales goals through efficient handling of inbound and outbound calls of both new and existing customers.
- Ability to connect with a customer over the phone or through email or chat and communicate the benefits, features and advantages of the Brook products and services.
- Effectively manage the details of the implementation of the furniture rental delivery.

### **WEEKEND HOURS:**

This job currently is a weekend job for 3 out of 4 weekends a month:

- Saturday hours – 10:00am-6:00pm CST, Sunday hours – 10:30am-6:00pm CST
- Ability to work from home on Saturdays and Sundays if the environment is quiet
- Monday, Tuesday, Wednesday hours – 7:30am-8:30pm CST (shift negotiable)

### **REQUIREMENTS:**

- Ability to close sales over the phone in a professional manner.
- Ability to present information and respond to questions effectively from multiple constituents.
- Strong communication, organizational and administrative experience.
- Manage time and information proficiently.
- Work well in stressful situations (time deadlines, delivery and pick-up schedule and miscellaneous issues).
- Design sense to create merchandising solutions that meet a customer need and utilize available furniture.
- Familiar with web sites and comfort in working within them.
- Flexible and adaptable with work schedule.
- Strong sense of personal and professional integrity.
- Strong computer skills a must, including a proficiency in Microsoft Excel, Word, and Salesforce.Com.
- Good analytical skills and ability to calculate figures and amounts such as discounts, and tax.
- Bachelor's degree preferred. 3+ years sales experience desired.

Brook offers a competitive compensation and generous benefit package including health and dental benefits and a 401(k) plan. Email your resume to [resume@bfr.com](mailto:resume@bfr.com). We thank all applicants for their interest. Only those chosen for an interview will be contacted. We are an Equal Opportunity Employer.