



**Our LEGACY: Lead** with Integrity, **Excel** in Every Task, **Grow** Personally & Professionally, **Act** with Respect, **Commit** to the Customer, and always remember that **You** Make the Difference.

**Title: Department:** Associate Sales Consultant

**Division:** H2O

**Reports to:** Sales and Marketing Manager

**Location:** HQ – Iowa City

Studio H2O Kitchen & Bath Showroom is the plumbing, bath cabinetry, countertops, lighting, and accessories showroom for PSC Distribution. We are a premier luxury showroom that provides quality products with exceptional service. We strive to live our core values of Trustworthy, Excellence, Customer Focused, Respect, and Growth Oriented.

### **Position summary:**

Studio H2O Showroom Sales Consultants are trusted guides for homeowners, contractors, and designers seeking kitchen and bath solutions. The **Associate Sales Consultant** role is an entry-level position that uses previous knowledge and/or education to build foundational knowledge of our products and sales processes. Associates will gain design expertise while demonstrating exceptional customer service as the primary point of contact for walk-in customers to help clients select cabinetry, countertops, plumbing fixtures, lighting, and accessories that meet both functional needs and aesthetic goals. The Associate Consultant will learn from the other Consultants and Sr Consultants to create cabinetry layouts using the 2020 Design program, prepare accurate bids and quotes, and manage projects from initial consultation through final delivery and beyond. Success in this role requires strong communication skills, attention to detail, and the ability to thrive in a fast-paced, collaborative environment.

### **Responsibilities**

- Building knowledge to be able to guide homeowners and contractors through product selection in the showroom, ensuring solutions align with their needs, preferences, and budgets
- Provide exceptional customer service across all channels—showroom, phone, email, and field visits

- Prepare and send accurate bids and quotes within 48 hours; communicate proactively if delays arise
- Create and maintain project portfolios to support client decision-making and internal coordination
- Collaborate with contractors, coworkers, and project partners to troubleshoot challenges and deliver seamless service
- Manage project details and timelines through clear, consistent communication with clients and internal teams
- Answer incoming calls, assist with pricing and order entry, and support general administrative tasks as needed
- Maintain a clean, organized, and welcoming showroom environment
- Meet with clients via scheduled appointments and walk-ins; actively promote PSC products and services
- Uphold professional standards in appearance, conduct, and communication at all times
- Participate in ongoing training, sales meetings, and product education sessions
- Assist with the design of high-quality cabinetry layouts using the 2020 Design program, delivered in a timely and professional manner, until able to lead projects independently
- Support other showroom and company initiatives as assigned

**Education/ experience:**

□ **Education**

- High school diploma or equivalent required
- Associate's or bachelor's degree in Interior Design, Architecture, Construction Management, or a related field preferred
- Training or certification in kitchen and bath design (e.g., NKBA, 2020 Design) is a plus

□ **Experience**

- 0-2 years of experience in showroom sales, kitchen and bath design, or customer-facing roles
- Knowledge of 2020 Design software or similar CAD tools
- Interest in consultative sales, project coordination, or client service
- Familiarity with cabinetry, plumbing fixtures, lighting, and home improvement products preferred
- Experience working with contractors, designers, and homeowners in a fast-paced, detail-oriented environment preferred

**Required skills/abilities:**

- Strong design sense and product merchandising skills
- Excellent communication and customer service capabilities

- Collaborative spirit and ability to coach others
- Organizational precision and multitasking confidence
- Ability to troubleshoot technical lighting issues with empathy and expertise
- Social media fluency for basic content creation and promotions
- Strategic thinking with a growth-oriented mindset

**Employment Status:**

Non-Exempt

**Schedule Expectation:**

Full time

**Supervision Requirements:**

This position has no supervisory responsibilities

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Name ( Please Print Legibly)

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Signature

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Date

**PSC Distribution is proud to be an equal opportunity employer** that values the diverse experiences, perspectives, and talents each team member brings. We are committed to cultivating a workplace rooted in trust, mutual respect, and personal growth. By celebrating individuality and fostering inclusion, we strengthen our ability to serve our customers and our community with excellence and integrity.