



**Design Within Reach is the one-stop resource for the best in modern design.** Founded in 1999, with the belief that great design should be accessible to everyone, DWR's business has grown to include retail locations in the U.S. and Canada and a successful e-commerce website. Our retail Studios are local community centers for design: Customers will never see a "do not touch" sign and they're invited to linger, bring their dog or kids and join us for design events. DWR employees – both in the field and at headquarters – are knowledgeable and passionate about modern design.

Serving as community centers for design, our Studios invite constant interaction between the customer, our furniture, and our staff. Our Studio proprietors are encouraged to have a sense of ownership about their Studio, and hold in common an entrepreneurial spirit and a passion for design. The people who work in our Studios are all multi-taskers and can often be found working with customers, planning events, and building local relationships.

**Job Title:** Account Executive  
**Company Name:** Design Within Reach Inc.  
**Location:** Scottsdale, Arizona, United States, 85251

The Studio Account Executive is responsible for generating sales and providing exceptional service to all customers consistent with the Design Within Reach mission.

Responsibilities include:

**Sales generation: meet or exceed personal and Studio sales goals.**

- Expand the customer's connection to the brand by increasing email sign-up in the studio
- Prospect for new business on a weekly basis utilizing company programs and tools
- Use product information and design knowledge to show and explain merchandise features and benefits
- Help customers in a courteous, knowledgeable, and genuinely interested manner
- Suggest additional items based on assessing customer needs
- Close the sale, writing a quote and following up with customer
- Assist in the coordination of hosting a minimum of 4 design related events per year and extending DWR's reach and involvement in the local design community
- Handle all merchandise returns and customer problems/complaints in a positive manner
- Enter customer orders according to company policy and procedure.
- Product knowledge: develop and maintain a thorough knowledge of Design Within Reach products.
- Read all communication and materials on product forwarded from corporate offices
- Demonstrate an enthusiasm for design, including designers and the design industry
- Attend studio meetings, share information amongst peers and utilize the web and catalog

**Merchandising: assist in maintaining the Studio's design and housekeeping standards.**

- Assist in floor and fixture changes
- Receive process and ship product as necessary
- Utilize the visual standards guidelines to ensure studio meets company standards at all times
- Maintain a clean work space, back room and restroom
- Support basic maintenance of the studio (light bulb replacement, painting)
- Loss prevention: practice awareness of and compliance with loss prevention and safety procedures.
- Contact Proprietor or Area Manager should any internal or external loss prevention or safety situation arise or be suspect
- Working relations: work well with customers, fellow associates and corporate contacts.
- Take initiative to fulfill customer needs in a timely and appropriate manner
- Cooperate with fellow associates and promote a positive team spirit
- Follow company policies and procedures including attendance, personal conduct, dress code and employee discount
- Communicate constructively and objectively with corporate offices when resolving customer issues

**Experience:**

- Previous experience or education in interior design or architecture preferred
- Superior communication skills, both verbal and written
- Ability to identify customer needs and problem solve, to understand and explain product features and benefits
- Design Savvy
- Retail Experience
- Experience with a POS system and proficient with MS Office software and web navigation
- Able to routinely move objects weighing over 20 pounds, and to understand and properly use a hand truck, carpentry tools, ladders, and other basic materials required in merchandising the Studio
- Attention to detail and outstanding problem-solving skills

**Design Within Reach is committed to diversity and inclusion. We are an equal opportunity employer (minorities/women/veterans/disabilities).**

Apply Here: <http://www.Click2Apply.net/k5xq6q56khhnw6s>