



POSITION SUMMARY

TITLE: Inside Account Executive
REPORTS TO: Regional Sales Manager

DEPARTMENT: Sales
STATUS: Exempt

COMPANY OVERVIEW:

Brook Furniture Rental, Inc. (www.bfr.com) is America'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 400 Team Members across the country as well as other part-time and contract individuals to run its operations.

POSITION OVERVIEW:

Increase Brook Furniture Rental's revenues by successfully interacting with potential customers inside the showroom, and personal interaction through email and over the phone. This individual is responsible for generating new business, maintaining excellent relations with existing customers and following up with the outside sales team and distribution center team to facilitate the lease delivery to meet and exceed customer expectations.

RESPONSIBILITIES:

Responsibilities in general are in the following areas. These may evolve as the business requires.

- Generate new leases by direct selling inside the showroom to new and current customers. Meet or exceed daily, weekly, and monthly new lease goals as defined by the manager.
- Research the residential and commercial marketplace through published lists, local sources, or through independent research for potential business opportunities, and telemarketing as appropriate.
- Maintain the showroom as a high impact location to feature the appropriate merchandising relevant to the local customer base.
- Answer phones, coordinate delivery logistics with customers and with the distribution team.
- Process lease applications, exchanges, orders, and credit applications to corporate; follow up for delivery information, payment information and approvals as necessary.
- In concert with outside sales team, maintain positive and meaningful relationships with influencers such as apartment leasing consultants, realtors, stagers, builders, and property managers. Communicate on a regular basis to ensure most recent needs are met and Brook remains top of mind.
- Collaborate with outside sales, housewares team, distribution, billing, purchasing and customer service teams for resolving disputes, scheduling deliveries and pick ups, and maintaining productive communication.
- Develop and demonstrate the features, benefits, and advantages of Brook Furniture Rental using the website, brochures, catalogs, samples, and the showroom to emphasize how Brook can help prospective customers in their transitions.
- Develop customized proposals for prospective customers to meet their unique needs. Present these proposals effectively and confidently address customer questions and concerns.
- Maintain current knowledge of product and pricing on all inventory, and a design sense of how to create merchandising solutions that meet a customer need and utilize current inventory.
- In collaboration with the outside sales team, maintain salesforce.com as a way to monitor activity, increase success rate, increase sales calls, and track customer interaction.

- Implement direct mail and digital marketing pieces tailored to the current sales priorities.

REQUIREMENTS:

- Bachelor's degree or two years related experience, or equivalent combination of education and experience
- Good analytical skills, the ability to create compelling solutions that meet customer needs, and the ability to sell the customer the benefits of our lease proposals
- Excellent communication skills with the ability to present information and respond to questions from individuals in one on one settings
- High quality organization skills focused on maintaining email databases, marketing and office supplies, and sales materials
- Work well under time sensitive situations (time deadlines, delivery and pick-up schedules); able to multi-task in fast paced environment
- Strong follow up orientation to insure successful implementation of the business initiatives
- Flexibility in schedule to handle customer and business needs as they arise
- Maintain a professional sales appearance
- Collaborate positively with fellow Brook Team Members; embrace teamwork mindset
- Previous customer service experience or inside sales experience desired
- Excellent computer skills

LOCATION AND HOURS:

- Houston, TX
- Monday – Friday 9AM – 6 PM
- Occasional Saturday

Brook offers a competitive compensation and generous benefit package including health and dental benefits and a 401(k) plan. Email your resume and salary history to 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.

The job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.