



# Builder Sales Support Specialist

Job Category: Office Full-Time On-site

[jobs@ambassadorfloor.com](mailto:jobs@ambassadorfloor.com)

## POSITION SUMMARY

As a Builder Support Specialist at Ambassador Mid-West Floor, you will play a critical role in enhancing customer satisfaction, maintaining efficient job order processes, and supporting our sales team. This position provides administrative and customer support to our builder sales team. We are looking for someone who is detailed-orientated and highly motivated to be a team player.

## RESPONSIBILITIES

### Customer & Builder Showroom Support

- Schedule and manage showroom appointments with new customers.
- Assist clients with product selections and upgrades.
- Review and compare upgrade amounts with similar home projects.
- Complete and process necessary paperwork and pricing for customer approvals.
- Collaborate with outside sales managers on custom home projects.

### Job Order Management

- Accurately write and process job orders in a timely manner.
- Ensure all orders include proper documentation (diagrams, signed paperwork, pricing, and start orders).
- Revise orders as needed based on job site measurements.
- Maintain a weekly tracking system to ensure data entry consistency with peers.

### Training & Knowledge Development

- Assist with onboarding and training new and existing team members
- Attend weekly Product Knowledge meetings (Wednesdays at 8:30am)
- Participate in vendor training sessions to expand flooring product knowledge

### Reception & Administrative Support

- Provide front desk support on Saturdays and as emergency backup.
- Assist with receptionist training for new hires.

## REQUIREMENTS

- Previous experience in sales support, administrative, design, or flooring-related role is a plus
- Excellent customer service and communication skills
- Strong organizational skills and attention to detail
- Ability to work both independently and collaboratively
- Proficiency in relevant software systems and tools

**Ambassador Mid-West Floor offers competitive wages and benefits to all full-time non-union employees including PTO, Paid Holidays, 401K with company match, healthcare insurance, life insurance, EAP and Flex Spending. Ambassador Mid-West Floor is an equal employment opportunity employer.**

Please submit your resume to [jobs@ambassadorfloor.com](mailto:jobs@ambassadorfloor.com) for consideration.