

**Job Title:** Spa + Sales Coordinator

**Department:** Sales

**Employment classification:** Full-time position, non-exempt

**Schedule:** M-F, between 8:00am-5:00pm

**Location:** Glenwood Springs, CO/Avon, CO – Flexible Schedule (Hybrid or 4-10's available after 90 days)

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**Job Summary:**

This employee oversees the delivery and coordination of spas, covers, and spa accessories to provide a seamless process both internally and externally for customers. This installation process will be owned by this employee to include scheduling, project management, customer communication, and sub-contractor communication. Interdepartmental collaboration to successfully execute will be the responsibility of this person. This person will work to improve process efficiency and delivery quality while balancing the team and customer needs. Enrich customers' lives by providing a quality customer-driven service experience with each visit.

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**General Qualifications:**

1. Valid Colorado Driver's License and clean driving record to enable commercial insurance coverage
2. Customer Focused
3. Strong communication and time management skills
4. Strong problem-solving skills
5. Administrative and coordination experience

**Physical Requirements:**

1. 1. Must be able to lift and carry 80+ pounds
  2. 2. Must be able to lift 50+ pounds repetitively
  3. 3. Must be able to navigate uneven, rocky, mountainous terrain and stairs
  4. 4. Must be able to bend and stoop to access certain areas
  5. 5. Must be able to navigate through very deep snow that requires snowshoes
  6. 6. Must be able to shovel heavy snow for 15 minutes or longer
  7. 7. Job duties may include standing/sitting for 8 hours a day
  8. 8. Must be able to use equipment and power tools properly and safely
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**Spa Sales Coordination:**

1. Responsible for communicating all aspects of the spa installation and start-up process; including scheduling and coordination
2. Prioritize and schedule in Evosus weekly installs, site visits, and cover appointments to prioritize efficiency
3. Demonstrate accurate product knowledge of the following: self-contained Sundance Spas, Nespa, Diamond Spas
4. Collaborate with warehouse to prepare supplies required for delivery and spa start-up
5. Follow up on delivery and start-up dates and communicate any changes to the impacted department
6. Assist with design review board and coordination of needed permits
7. Manage the company schedule of spa deliveries to coordinate the install team, customer, and interdepartmental teams needed proactively
8. Oversee the new spa installation process, including site visits, scheduling crew/crane/site visits, cover lifter and start-up (some electrical wiring like-for-like spas)
9. Coordinate spa orientation and service proposals with client/sales consultant
10. Coordinate transfer of spas, chemicals, and accessories between stores and showrooms
11. Coordinate with field technicians that daily work orders are completed with notes. Reschedule and communicate with customers tasks that cannot be completed that day

**Spa Covers and Deliveries:**

1. Ensure order forms for new spa covers are completed accurately
2. Complete all coordination of templates and ordering for floating covers to ensure accuracy and streamlined delivery
3. Coordinate interdepartmental scheduling of new spa covers installation
4. Schedule cover lifter installations and repairs for new spas across departments and with customers

**Showroom and Inventory:**

1. Coordinate timeline, process, and expectations with installer and sales consultant/manager for spa start-ups
2. Support the clerk in stocking supplies and chemicals within the showroom when needed
3. Provide backup support for all aspects of point-of-sale counter when needed



4. Assist with annual inventory cycle counts
5. Provide customer presentations for spas, covers, lifters as needed to back up sales consultant

**Customer Service:**

1. Coordinate schedules with customers for efficiency and to meet expected delivery deadlines
2. Return customer calls/emails within 24 hours to ensure clear communication
3. Demonstrate professionalism to all customers while exemplifying the core values
4. Update service orders and account notes within Evosus for all customer communications to ensure accuracy

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**Follow all policies and procedures of Colorado Poolscapes, Inc.**

- located in the employee manual/handbook

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**Supervision Received:**

- o Supervised by Sales Manager
- o Works with all teams, as needed

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**Team Collaboration:**

- o Sales Manager – daily
- o Sales Consultant – daily
- o Customer – daily
- o Warehouse Personnel – as needed
- o Construction Manager – as needed
- o Repair Manager – as needed

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**Growth and Development:**

1. On-the-job training with Sales Manager to clearly understand product knowledge/customer service skills
2. Obtain Forklift Certification (training provided by Colorado Pool + Spa Scapes)
3. Obtain CPO certification (training to be provided by Colorado Pool+Spa Scapes)

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**Core Focus:**

Enriching Lives – We believe that we enrich our employees, owners, clients, and vendors by using our core values and doing the right thing.

**Core Values:**

**Quality** (Workmanship/Efficiency/Present ideas and solutions)

**Does Right Thing** (Honesty/Integrity)

**Customer Driven** (Customer service, Communication)

**Team Player** (Works well with others, Positive attitude)

**Initiative** (Self-motivated, Innovative)

**Dedicated** (Hardworking/Engaged)