



JOB TITLE – Showroom Assistant

REPORTS TO – Head of Showroom

LOCATION – Chelsea Harbour

DEPARTMENT– Showroom

#### RESPONSIBILITIES

- To maintain an outstanding presentation of the Sanderson Design Group brands at all times.
- To ensure that all Sanderson Design Group Brands are fully and appropriately represented to an excellent standard within the showroom at all times.
- First class knowledge, promotion and presentation of Sanderson Design Group brands.
- Ensure that all visitors to the showroom understand the DNA of each Sanderson Design Group brand and what is has to offer
- Advising customers based on their requirements, utilizing collection books, brochures and other marketing materials, discussing range, specifications and samples
- Providing visual assets and mood boards in order to communicate design schemes and confirm orders with clients (upselling and cross-selling)•
- Following up on all design appointments with visual assets, quantities, costs and lead times
- To proactively source products for customers as required and operate an efficient sampling service.
- Acknowledge and assist existing customers whilst gathering new leads that can be forwarded to the relevant Brand Development Executive.
- To provide support and liaise professionally with office-based colleagues and Brand Development Managers as and when appropriate. Using CRM and WG360 where appropriate.
- To assist in the planning and execution of showroom events.
- To have an active role in all showroom meetings, offering feedback on competitor and customer activity, new collections and any possible opportunities for the showroom
- To complete individual tasks and set objectives in a timely manner.

#### MEASURES OF SUCCESS

- *Customer satisfaction- Monthly showroom and sampling statistics.*
- *London sales targets met within set expenditure budgets.*
- *Effective and appropriate understanding and representation of ALL brands achieved.*
- *New customers and project lead generation, providing Return on Customer Visit.*
- *Detailed objectives achieved.*
- *Timely reporting as requested.*

#### CONNECTING WITH OTHERS

Effectively collaborate across the business to develop strong relationships with internal and external stakeholders e.g.

##### INTERNAL

- MARKETING TEAM
- LEADERSHIP TEAM
- SALES
- CUSTOMER SERVICES
- INTERNATIONAL DIVISIONS
- CONTRACT DIVISION

##### EXTERNAL

- CONSUMERS
- CLIENTS



**QUALIFICATION**

- Educated to GCSE A-C level as a minimum
- KLC Short course or equivalent

**EXPERIENCE & SKILLS**

- You must have experience in a luxury Customer service environment
- A passion for our brands and products coupled with excellent interpersonal communication and presentation skills are essential
- A knowledge of Interior Design
- Basic IT Skills required
- Excellent and communication skills, with sound administration
- Confidence using all elements of the Microsoft Office programmes essential, experience in V-Look ups and Macro Excel desirable
- Excellent attention to detail
- Strong verbal and written communication skills with confidence in dealing with clients at all levels
- Auto Cad or Sketch Up trained is suitable but not essential

**BEHAVIOURS**

- Energy, Professional, Proactive, Dynamic, Organised, Initiative, Confident, Flexible

**FOR LINE MANAGER ROLES ONLY**

TOTAL EMPLOYEES –	DIRECT REPORTS –
COST RESPONSIBILITY –	REVENUE RESPONSIBILITY –

*I agree within reason to undertake other duties over and above those listed in the job description.*