

Walker Greenbank

JOB TITLE – Style Library Showroom Assistant – London
REPORTS TO – Style Library Showroom Assistant Manager
LOCATION – Style Library Showroom, Chelsea Harbour
DEPARTMENT – UK Retail Sales
SCOPE OF JOB – ALL visitors to the London Style Library Showroom - Designers (UK, Contract and International), Consumers and Trade

PURPOSE – A showroom based sales role. To assist with the smooth running of the showroom, providing excellent customer service to all visitors.

- RESPONSIBILITIES**
- To maintain an outstanding presentation of the Style Library brands at all times.
 - To ensure that all Style Library Brands are fully and appropriately represented to an excellent standard within the showroom at all times.
 - First class knowledge, promotion and presentation of Style Library brands.
 - Ensure that all visitors to the showroom understand the DNA of each Style Library brand and what it has to offer
 - 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 Manager.
 - 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.
 Detailed objectives achieved.
 Timely reporting as requested.

<p>CONNECTING WITH OTHERS</p> <p>SHOWROOM Reporting to the Showroom Assistant Manager</p> <p>CUSTOMERS Liaising with customers in the showroom and on the phone</p>	<p>BRAND DEVELOPMENT MANAGERS Regular communication with both the London Brand Development Manager and the rest of the UK Retail Field Based sales team.</p> <p>HEAD OFFICE Regular communication with the marketing and customer service teams.</p>
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<p>Qualification GCSE's A-C or equivalent</p>	<p>EXPERIENCE & SKILLS A passion for our brands and products coupled with excellent interpersonal communication and presentation skills are essential. A knowledge of Interior Design would be beneficial but is not essential, a passion is essential. Basic IT Skills required. Excellent and communication skills, with sound administration</p>
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	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
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BEHAVIOURS

Organised, disciplined, passionate, articulate, presentable, a team player, service orientated, customer focused.

FOR LINE MANAGER ROLES ONLY - NA

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

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