

FERMOIE

JOB DESCRIPTION

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| TITLE | Pimlico Road Showroom Sales Assistant |
| REPORTING TO | Showroom Manager |
| PLACE OF WORK | Fermoie Showroom, 53-55 Pimlico Road, SW1W 8NE |

ABOUT THE COMPANY

Established in 2010 by Farrow & Ball founders Tom Helme and Martin Ephson, Fermoie is a creator of fine fabrics, lampshades and accessories. We design and manufacture all our products entirely in-house, using our own proprietary colour-mixing and production techniques.

We are a small, close-knit team of around 50 people, with our HQ, design studio, production facility and showroom in Marlborough, Wiltshire. We make Fermoie products available to consumers, professional interior designers and other trade customers through our worldwide network of carefully selected retail partners, at our own dedicated retail and display space in Pimlico Road, London, and online via our website. We are proud to hold the King's Award for Enterprise (International Trade) which we were awarded in 2024.

ABOUT THE ROLE

The showroom sales assistant will work with our showroom manager to ensure outstanding service and presentation of the brand, striving to improve customer experience and building relations with customers, community and colleagues alike in our Flagship Pimlico Road Showroom.

PRIMARY RESPONSIBILITIES

- To assist the showroom manager and supervisor in the operations of the Fermoie flagship showroom in accordance with procedures laid out in the operating manuals, including customer service and administration.
- To ensure outstanding customer service, assisting both trade and retail customers with schemes, account management, sampling and product ordering.
- Building relationships with clients and the community in Pimlico.
- To assist in the delivery of sales meeting budgets set for each month.
- Stock management, ensuring accuracy through good record keeping.
- Ensuring immaculate presentation in the showroom and basement storage and kitchen areas, inside and out.
- Accurate order processing for clients in the showroom and via email or telephone, including the loan of products.
- Product and consumables ordering.

KEY INTERFACES

- Showroom manager
- Showroom supervisor
- Showroom visitors
- The Pimlico Road neighbourhood

KEY SKILLS

- Customer service
- Interior design
- Communication
- Accurate record keeping
- Presentation
- Organisation
- Attention to detail
- Accuracy
- Understanding of Fermoie process and brand, in depth knowledge of Fermoie catalogue

WHAT WE OFFER

- £15.45 per hour
- 25 days holiday plus bank holidays, pro-rated according to contract
- Company Nest Pension Scheme
- Private Healthcare upon passing your probation (usually 3 months)
- Generous staff discount

INTERVIEW DATES

First interviews: 4th February 2025

Second interview and trial shift: 10th and 11th February 2025

HOW TO APPLY

Please send CV and covering letter to careers@fermoie.com

CLOSING DATE: Wednesday 22nd January 2025