

NC Nina Campbell.

Showroom Sales Assistant

Nina Campbell is searching for an experienced and passionate Sales Assistant to join the Pimlico Rd Showroom team for 3 days per week including Saturdays

About the Role

General Duties:

Ensure that all potential customers receive prompt, friendly and professional service, promoting a congenial and welcoming atmosphere. Providing sales advice and product information. A friendly approachable manner is an absolute must to build relationships and bond with clients.

Keep customer records and follow up with enquiries and customer requests in a timely manner.

Ensure the highest level of service is achieved by keeping up to date with product ranges and ensure you have sufficient knowledge to assist with all enquiries by understanding the selection available and features of all the products. [Training will be given]

Offer assistance and advice to clients on fabrics and wallpapers when required.

Preparing, packing and dispatching on-line orders. This includes prompt customer communication regarding ETA's and updates and liaising with customers to provide information if requested.

To assist with housekeeping in all areas, ensuring this exceeds company requirements, including checking displays, stock presentation, pricing, and ticketing. Ensuring immaculate presentation of the showroom.

Participate in out of hours events such as breakfasts, talks, product launches, design weeks as required.

To actively promote the building of our database by gathering customer email addresses.

Be confident using the payment system, processing transactions, taking orders, processing returns and liaising with our accounts department.

Be vigilant to protect the company's assets from possible shoplifters or fraud.

Operations:

To receive stock deliveries and assist with stock movements within the shop as required. This includes assisting to move chairs/tables etc.

Liaising with the Shop Manager on low product stock and sample availability.

Working with the sales departments and showroom team to answer furniture enquiries, provide accurate furniture quotations, and processing orders.

Booking in of fabric deliveries for upholstery orders and arranging deliveries out to our factories.

Liaising with our accounts department – checking for deposit and balance payments in order to organise orders and deliveries.

About You

To be an ideal fit for this role, you will be:

- Creative, with a passion for beautiful interiors, fabric and design
- High end customer service experience, preferably with bespoke furniture
- A friendly and approachable manner
- Willingness to work in a team
- Proficient with Microsoft suite and digital POS systems
- Experienced with Shopify
- Ability to communicate professionally in person, and over the phone and email
- Good listener and proactive worker
- Organised and efficient, comfortable multi-tasking
- Happy to be ‘on your feet’ for large parts of the day – this is not a desk job
- You will need to ‘roll your sleeves up’ when required

If you think that you are the right person for this exciting opportunity, please submit your CV's to alice@ninacampbell.com