



Job Title: Fabric & Wallpaper Sales Assistant

Location: Pimlico Road Showroom

Department: UK & Export Sales

Position Reports to: UK & Export Sales Director

Salary Range: depending on experience

Company Overview:

Soane Britain, led by Founder Lulu Lytle, designs and makes exceptionally well-made furniture, upholstery, lighting, fabrics, wallpapers and interior necessities that consistently reward the investment, adding joyful atmosphere to any interior.

Every Soane Britain design is designed and made in Britain in small workshops that excel in traditional crafts, such as iron forging, rattan weaving, chair making, precision engineering and saddlery.

'Soane Fabrics and Wallpapers' has become a hugely exciting and significant division of Soane's overall business. Our revenues have more than doubled in the past two years and our designs are seen in the top publications globally from month to month and have become extremely distinguishable worldwide as the business has grown.

Our client list includes international interior designers, decorators and architects with Soane Britain's designs found in many important private houses, chalets and yachts around the world as well as hotels, restaurants, members clubs, boardrooms and retail spaces.

For more information please visit www.soane.com or join our social media platforms on Facebook, Twitter, Pinterest and Instagram.

Purpose of the Position:

Following significant growth over the past 2 years the Soane Fabric and Wallpaper division is expanding and we are now hiring a Fabric Sales Assistant to work in our Pimlico Showroom. The role will be responsible for the fabric showroom day to day customer service, including to assist clients in person, over the phone and by email. The role will be responsible for fulfilling client cutting request as well as managing the cutting stock in our UK and US showrooms. Working closely with the UK Sales Manager and other Sales Managers in the UK and the US, you will be offering them assistance in the day to do day management of their orders as well as in their business development work when required.

Duties and Responsibilities:

- Providing walk in clients with the full Soane experience, confidently and offering excellent product knowledge
- Provide an exceptional and efficient service to Soane clients at all times, the Soane experience should be unique and memorable
- Assist clients with general enquiries, including product information, cutting orders, pricing and stock enquiries in person, by email or on the phone
- Qualify showroom leads and assist the sales team in sending out lookbooks, marketing materials and project tailored images
- Assist fabric Sales team colleagues with order processing administration when required
- Manage showroom-based stock sampling and distribution (not production) including returnable samples for UK and US showroom. Ensure UK returnable samples are tracked, chased and invoiced if necessary.
- Monitor client payments from Finance payment- in reports to push orders to production
- Work closely with Production
- Fulfil all press loan requests for Marketing and PR

Skills and Qualities required for the Position

- Good knowledge and use of Excel and good computer literacy
- Experience in working with a stock management software would be an advantage
- Quick learner with an outstanding attention to detail and processes
- Appreciation of working in handmade high-quality product environment
- Understanding of the fabric market and production processes an advantage
- Proactive and tenacious
- Extremely high standard of verbal and written communication