

Job Description

Sampling Assistant



Position : Sampling Assistant

Location : Chelsea Design Centre London
Showroom and Samples Stocking Room

Reporting To :

1. Showroom Manager
2. Country Manager

Hours : Full time: 09 :30 – 17 :30, 5 days per week.
Occasional coverage required over weekends during show periods remunerated via time off in lieu.

Responsibilities & Tasks

Sampling :

- o Responsible for the maintenance, management and replenishment of the samples both in showroom and stockroom area.
- o Pick, input and dispatch sample requests for delivery to the customer.
- o Responsible for the posting of all samples.
- o Maintain and manage stocks systems for Houlès and other 3rd party brands ranges, ordering missing samples and Appro's when required.
- o To work across both Houlès and 3rd party brands ERP systems and gain a full working knowledge of both brands products.
- o Handling of emails and phone calls relating to sample, stock, price and product requests including timely and courteous replies. Being able to find alternatives and solutions for customers.
- o Liaising with Houlès and 3rd party brands head office staff when required to ensure the smooth running of the sampling department and to assist with customer's projects.

Accounting for 2/3rds of time and resource.
This list is not exhaustive.

Assisting the Showroom Manager with:

- o Monitoring and dealing with orders and queries over the telephone, email and directly with customers in the showroom in a timely fashion.
- o The monitoring and answering of emails sent to the showroom in a timely fashion.
- o Answering phone enquiries that come to the showroom.
- o General housekeeping duties to ensure the showroom and stock are clean and tidy at all times.
- o To actively participate in any training to gain product knowledge of Houlès and 3rd party brand launches
- o Actively selling the Houlès and 3rd party brands and product to clients both in person in the showroom room and via email and phone enquires.
- o Ensure all orders are sent to customers in a timely manner.
- o Helping the planning and organisation of showroom events and displays.
- o Covering the showroom in manager's absence.

Accounting for 1/3 of time & resource
This list is not exhaustive

Skills, experience & requirements

- o Someone with an interest in Interior Design or from a creative background
- o Punctuality.
- o A can do attitude and the willingness to go the extra mile to ensure an excellent service will be key assets.
- o Solid administrative skills.
- o Good interpersonal skills and team spirit.
- o Excellent customer service skills with relevant experience.

- Good communication skills both written and verbal.
- Maintain a professional attitude at all times.
- Use own initiative to make informed decisions.
- Learn the products to provide knowledge to customers.
- Ability to give feedbacks to supervisors and to actively participate in the company sales and service strategy for the UK.



To apply please email your CV and a cover letter to jeremie.roussi@houles.com