

WATTS

ENGLAND 1874

Showroom Sales and Marketing Assistant

About the company:

Watts of Westminster is a British design house & creator of Textiles, Wallcoverings, Tableaux Sceniques & Passementerie with over a century of design consultancy expertise. Watts work with some of the interior industry's leading designers, architects, and property developers along with prominent historic houses. Additionally, we collaborate across many film and television productions.

About the role:

You will be expected to greet and assist clients in the Chelsea Harbour showroom, promote sales, advise customers on interior decoration, and maintain the high standards required by the company. Eventually you will build up a client portfolio by managing your own clients and generating new sales leads. This will result in taking control of a market sector agreed upon with the directors. In addition, the role will also involve marketing responsibilities including creating content and managing all social media accounts, planning and executing email campaigns and supporting in promotional publicity for new collection releases. Therefore, the ideal candidate will be able to prioritise and work well under pressure. It is preferred that the applicant has worked with textiles and soft furnishings however, this is not essential.

Role overview:

- Assisting the Directors on selected individual projects including project administration.
- Greeting clients in the showroom, answering phone calls and taking initial enquiries.
- Making note of all enquiries and keeping track of showroom appointment diary.
- Attend and contribute to team meetings to review sales progress, discuss and troubleshoot issues and suggest improvements.
- Maintaining CRM system with accurate data.
- Preparing quotes and creating sales orders and invoices.
- Taking payments and processing relevant paperwork.
- Creating and managing a clear and proactive marketing plan across all key social media platforms including Instagram, Facebook and Pinterest.
- Designing and creating clear, effective emails and ensuring that these are sent as per deadlines.
- Using analytics to monitor email performance and ensure improvements are made when required.

Requirements:

- Excellent communicator and high level of organisational skills

- High level of numeracy
- Organised, with the ability to manage a high workload
- Strong knowledge and understanding of creative design
- Excellent attention to detail and high standards of execution
- Knowledge and understanding of CRM
- IT proficiency (especially in MS Office) as well as basic knowledge and skills of the Adobe Creative Suite preferable
- Good interpersonal and team skills

You will be based at Chelsea Harbour – Monday to Friday 9 – 5 but may be required to work later and the odd weekend when we are participating in shows, etc.

CVs and covering letter to: fiona@watts1874.co.uk

Salary depending on experience.

PLEASE NOTE: In addition to the duties and responsibilities listed, the jobholder is required to perform other tasks or duties commensurate with the role, as reasonably requested by their manager from time to time.