

George Smith

JOB DESCRIPTION

Job title	Showroom Sales Support
Department	Sales and Marketing
Reports to	Showroom Sales Manager
Location	London Showroom

Summary of Role

To support the achievement of sales targets in the private client sector by managing the showroom standards meticulously and providing exceptional customer service as the first point of call for clients and visitors. A highly hands on role, you will be responsible for daily showroom operations, meeting & greeting clients, triaging the front-of-house enquiries and supporting private client sales. The ideal candidate will be a proven self-starter who can demonstrate excellent communication and organisational skills, whilst offering luxury customer service throughout. This role reports into the Private Client Showroom Sales Manager.

Key Responsibilities and Accountabilities:

1. Showroom Management

- Own day-to-day upkeep of the showroom standards and displays ensuring all pieces are meticulously presented and every aspect of the showroom meets the standards of our discerning clients
- Manage sundries: tea, coffee, stationery, showroom cleaning and general supplies.
- Guided by your manager, take ownership of the management for orders & installations of showroom displays
- Organise and manage fabric and finishes samples for the showroom liaising with factory staff as required to ensure they remain fully stocked
- Handle incoming and outgoing deliveries and ensure samples are logged and organised
- Provide support across teams (Private Client, Trade, Export) with admin or showroom-based tasks such as preparation of presentation documents and sample requirements.
- Guided by the Brand Marketing Manager and Private Client Manager support the marketing team through taking ownership of agreed tasks in the planning, installation & styling of the windows in line with seasonal communications and internal showroom displays

2. General Customer Service:

- Be a warm, welcoming presence to all visitors — assisting walk-ins and directing enquiries appropriately
- Handle all telephone enquiries in the first instance, ensuring exceptional customer service through a professional but friendly and approach

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Sales & Revenue Growth:

- Take, Process and track small orders — e.g., cushion refills, castors, spare legs or fabric by the metre
- Support the Private Client Sales Manager to build strong relationships with clients through offering an exceptional meet and greet service
- Provide team members with administration support in processing sales as required, including managing the customer database and providing quotations for clients as required
- Take ownership of other administration task such as managing incoming and outgoing post
- Work collaboratively with all team members across the private client and trade client roles supporting the function as a whole.

3. Event Hosting & Client Engagement:

- Support in the planning and executing showroom events, designer previews, and seasonal launches in line with brand positioning, taking responsibility for organising specific tasks as agreed with the event lead and managing the diary for all events and client visits
- Manage physical changes to showroom displays as required for client visits/events ensuring the showroom is in pristine condition to welcome the clients
- Work collaboratively with the wider sales team in relation to support in identified tasks on a day-to-day basis

Skills & Experience

- Likely to be educated to 'A' Level/Degree Level
- Exceptional communication skills (verbal and written), confident in meeting and greeting high-net-worth individuals
- Proficient in Word, excel etc. and using data inputting and data analytics tools
- Ability to demonstrate strong organisational skills and manage own time effectively
- Ability to demonstrate exceptional attention to detail and a flair for managing showroom presentation

Behaviours & Attitudes

- Demonstrates high energy and a positive approach to a variety of tasks
- An exceptionally flexible approach to work and willingness to multitask in a busy environment.
- Highest personal standards with the ambition and drive to succeed.
- A team player with a strong desire to deliver sales by working together.
- Diligent, independent, and systematic approach to work.
- Positive and proactive approach to managing and resolving problems.
- Tenacious and resilient.