

Job description – Sales Manager

TSAR Carpets is a Melbourne-based design brand with over 35 years of expertise in the manufacturing of luxury custom carpets and rugs. TSAR delivers bespoke rugs and carpets for high-end residential & hospitality environments worldwide. TSAR's flagship showroom is located in Melbourne, with design studios and offices in Sydney, New York, and now London.

We are looking for someone to manage our sales in the London studio.

The ideal candidate is a motivated, well-organised individual who has a deep understanding of prospecting and developing strong relationships with the A+D community in UK/Europe. The successful applicant will have the opportunity to work with leading firms on top projects and will continue increasing our profile, building brand awareness, loyalty and growing sales as a result.

Minimum Requirements:

- Bachelor's degree or equivalent experience in Business
- 3+ years' of sales experience in the high-end bespoke carpet and rug industry
- Excellent written and verbal communication skills
- Experience using iMac or PC, Microsoft Suite and Adobe Software to enable independent response to basic design briefs from designers
- Ability to source new business leads and convert into opportunities, specification and sales
- Established and current relationships with the A+D sector in the UK
- Passion for textiles / interiors / design

Responsibilities:

- Develop and execute strategies to drive business in new and existing markets.
- Managing sales, revenue and expense control by meeting agreed targets and promoting TSAR's presence within the UK/Europe and key international markets.
- Ensure that all sales activities are in accordance with the guidelines of TSAR.
- Develop and deliver professional presentations to clients, including advanced product features and benefits in conjunction with the Global Sales Director.
- Keep abreast of competitor products and pricing.
- Maintain comprehensive knowledge of all TSAR products, specifications and prices.

- Manage the sales process with clients you acquire from initial lead and design, to post installation and client follow up.
- Consult on colour and design with your clients then work with our internal design team to develop creative solutions to help secure specifications and sales.
- Participation in weekly sales meetings and reporting on sales/leads to track monthly sales versus budget.
- Maintaining regular communication with clients regarding delivery dates and working with the TSAR team to ensure orders arrive and are processed in a timely manner. Complete follow-up with clients to ensure customer satisfaction has been achieved.
- Ensure any claims, allowances, complaints or adjustments are satisfactorily resolved. Where a credit or product replacement is required, approval must be sought from the Global Sales Director/Accounts Manager.
- Organising, participating and networking at TSAR events and industry functions.
- Keep up to date with interior trends within the UK and overseas. Regularly read trade and consumer publications.
- During your employment with TSAR you may be required to travel and work internationally (during which time all travel expenses will be covered by the company).
- This description contains the key duties associated with your role. However, due to the nature of our business and the need to provide a consistent high level of customer service you may be required to perform other duties from time to time and this is a condition of your employment.

Employment Type: Full time position from Monday to Friday, 9am to 5pm.

Please apply with a CV and accompanying cover letter to sdunne@tsar.com.au. Please note only successful candidates will be contacted. Thank you in advance for your application!