

## Sales Consultant Job Description

We are looking for an experienced Furniture Sales Consultant to join our team. The successful candidate will join a tight and supportive team; responding to both in-showroom interest and remote enquiries, ensuring they are warmly serviced, with all the stock sales and commissioned furniture being beautifully managed, perfectly delivered, and accurately reported.

As we are a company that strives to make beautifully and to make to last, there is regular contact and collaboration with our makers and workshops, therefore experience of working directly within high end interiors and/or furniture will be a huge advantage.

Our sales team understand the importance of building genuine and positive relationships and providing the best in considerate and efficient customer care. Applicants must be mathematically strong, comfortable using database driven sales software, have a strong commercial focus, good people skills, lateral thinking ability, and a genuine passion for contemporary design and manufacture, particularly at the luxury end. This is a full-time role, Mon to Fri, 9am to 6pm with a rotated Saturday cover (assume 1 per month), based at our Pimlico Road shops.

Key responsibilities include:

- Building and maintaining strong and genuine relationships with potential and existing clients
- Thoroughly understanding clients' needs, upwardly servicing where ever possible
- Issuing quotes and keeping on top of these to ensure that they are progressing, tracked accurately and being won in a helpful manner
- Processing sales orders, purchase orders and invoices accurately
- Ensuring all bespoke orders are processed with an eye for detail
- Working collaboratively with the studio's design team to interpret and project manage custom enquiries and commissions
- Working closely with our roster of makers and workshops to track production
- Being aware of how your live orders are progressing throughout the production process
- Working closely with the procurement and delivery team, making sure that any special requirements are communicated and actioned
- Taking an active part in client outreach to communicate new launches
- Working in a collaborative manner to reach monthly and quarterly targets
- Managing ongoing care of the sales database and its record accuracy

Key skills required:

- 2 years + sales experience working for a high-end brand
- Inventory and sales system literate
- CRM operation and experience a distinct advantage
- E comms experience helpful
- Experience of working within furniture and/or directly with Interior Designers would be a huge advantage
- Socially warm and confident, with a desire to be helpful
- Excellent written and spoken command of English
- Confident, emotionally intelligent communicator, keen to help and engage in conversations
- Numerical and confident working with numbers and margins
- Confident in logistical planning
- An ability to manage workload within a busy environment
- A good eye for design and an appreciation of things done well
- A natural collaborator, enthusiastic, bright and willing to get hands dirty
- Apple Mac and Microsoft office proficient

To express your interest please email [jobs@pinchdesign.com](mailto:jobs@pinchdesign.com) with your CV and cover letter explaining why you would be a great addition to our team.