



## **LONDON BASIN COMPANY: SHOWROOM EXEC & ADMIN MANAGER**

### **SUMMARY:**

London Basin Company is looking for a new member to join our small but growing team here in London. If you have excellent communication and administrative skills, love dealing with people, are passionate about working with luxury interiors products and have some industry relevant experience, please get in touch with your CV and covering note; email [info@londonbasincompany.com](mailto:info@londonbasincompany.com). This is a full-time role which will be based in our new showroom at Chelsea Harbour from February 2022.

### **KEY SKILLS:**

- A positive, passionate & enthusiastic approach
- Warm and confident, with a desire to be helpful
- A self-starter, with excellent organisation skills & attention to detail
- Ability to work to deadlines, keep calm under pressure, & prioritise workloads
- Excellent written & verbal English language
- Confident working with numbers (eg. invoicing, stock and order management)
- Proficiency with Microsoft Excel, Outlook, and Word is essential
- A demonstrable interest in interiors / interior design
- 1 year + admin/showroom experience working (for a high-end brand ideally)

### **KEY RESPONSIBILITIES INCLUDE:**

#### **SHOWROOM:**

- Meeting and greeting clients and walk-in customers
- Excellent product and brand knowledge, to help guide product choice with clients
- Arranging and managing private viewing appointments when needed
- Taking client orders at the showroom
- Taking customer details for CRM purposes/offer price lists
- Ensuring the general tidiness and upkeep of showroom, liaising with utilities and cleaners
- Opening and closing the showroom daily

#### **ADMIN:**

- Responding to customers, trade and showroom enquiries (via phone, email and live chat)
- Building and maintaining relationships with new and existing clients, being proactive and going the extra mile where possible
- Raising invoices in finance system and calculating shipping costs for larger/bespoke/international orders when required
- Coordinating delivery of items within an order to ensure items are sent at the same time, and on time
- Updating clients on progress of orders, delivery timings, etc
- Managing returns and exchanges
- Managing orders spreadsheet, ensuring it's kept up to date and accurate
- Liaising with warehouse managers/suppliers on orders and fulfilment timings

#### **AD HOC:**

- Helping order supplies and marketing materials as required
- Scope to get involved with PR, social media and marketing if interested