

## **Textile showroom manager**

### Responsibilities will include

- To be the first point of contact for all customers, both in person and via phone and email enquiry.
- To confidently assist in helping each customer with their enquiry or in re-directing them to the appropriate team.
- To provide an end to end service on sales. Confidently turning initial enquiries into sales and ensuring each part of the sale process is seamlessly conducted and the customer receives updates where appropriate.
- Generating invoices and processing via our warehousing computer system. Have some knowledge of packaging restrictions and international taxes.
- To ensure the shop space is presented to the upmost standard, tidying samples after use and ensuring samples are presented to the best possible standard. Basic cleaning.
- Ensuring that the shop is stocked with refreshments, plants maintained and floral displays are refreshed regularly.
- Effectively prioritise workloads
- Ensure the most up to date product knowledge and effectively be able to communicate this to customers.
- To have a basic knowledge of approximate fabric quantities which may be required for things such as curtains and upholstery and advise on the appropriate usage of each fabric/FR etc. Though training will be provided.
- Maintain up to date records of fabrics, costs and colourways.
- To be confident with the handling of fabric and have a basic practical knowledge, be happy to occasionally advise on the combining fabric with paint colours and other aspects of an interiors scheme.
- To process and deliver fabric sample orders to both trade and retail customer from both our East London Cloth and CC Moulton lines.
- To effectively deal with any customer issue, including incorrectly delivered items and courier issues. Be happy to work with our transport system and communicate with our warehousing team, to ensure the smoothest possible resolution.
- Quality control of all 'ready for sale' items within the showroom.
- Maintaining a clean and safe working environment

### Key Skills

- Outstanding product knowledge.
- A practical mindset, with an organised disposition and strong eye for details.
- Intuitive to customer requests.
- Provide excellent customer service.
- A strong eye for aesthetic details.
- An strong interest and knowledge of the interiors industry, including trends and brands.
- IT literate.
- Organised and efficient.
- Self-motivated
- Ability to self manage, report back to directors and confidently contribute in meetings.

### Relevant Experience

- 2-3 years within a similar management role, ideally within the interiors industry.
- Experienced with Shopify.
- Experience in dealing with both retail and trade customers.
- Hands-on experience with managing customers, expectation management and problem-solving.

The offer

- A three month trial period on a freelance basis, with a view to progressing to an employed position.
- 4 days per week. Monday - Thursday. Occasional extra days where needed. To be worked at the East London Cloth studio E2.
- The opportunity to play a key part within an exciting and evolving business and to be part of a welcoming team.
- Good rates of pay. Dependent on experience.
- Regular work socials and team lunches.
- The opportunity to contribute creatively, participate in shoots and influence the visual presentation of the business.
- Staff discount, extending to family and friends.

**Please forward a CV and covering letter to [shop@eastlondoncloth.co.uk](mailto:shop@eastlondoncloth.co.uk)**