

CLAREMONT

FURNISHING FABRICS

Job Title: Showroom Assistant

Location: 35 Elystan Street, London, SW3 3NT

Type: Monday- Friday, 9am- 5pm

Salary: Competitive

About us

Founded in 1931, Claremont is a specialist textile house supplying the interior design and decoration industry. Originally established as a wholesaler of specialist textiles and trimmings, the company began with the Georges Le Manach collection from Paris and acquired the Fortuny agency for the UK in 1970.

Today, Claremont works with a number of specialist European textile manufacturers to create unique and highly distinctive collections, alongside an extensive archive of fabrics and trimmings. Unlike many showrooms, Claremont holds a significant amount of stock on its premises, particularly silks and a large and varied collection of trimmings.

Claremont has showrooms in London, New York and Los Angeles, serving an international community of interior designers, decorators, furniture manufacturers and other design professionals.

Role

The Showroom Assistant plays an important role in delivering a welcoming, knowledgeable and seamless experience for Claremont's clients. Working closely with the showroom team and management, the role combines client service, sales support, showroom administration and day-to-day operational responsibilities.

As a key point of contact for clients, the Showroom Assistant will help present Claremont's collections, understand client requirements, process orders and samples, and ensure that clients receive a high level of service throughout their interaction with the business.

The role would suit someone with a genuine interest in interiors, textiles and design, who enjoys working with clients and being part of a small, friendly team.

Responsibilities

Client Service & Showroom Support

- Act as a first point of contact for clients via telephone, email and in person, providing a warm, polished and professional service.
- Welcome clients to the showroom and assist them in exploring Claremont's fabric and trimming collections. Including accompanying clients to the lower-floor trimming area when required and assist with the selection of suitable trimmings.
- Understand client requirements and provide knowledgeable and helpful assistance throughout their showroom visit.
- Look for opportunities to engage with new clients and develop relationships within the interior design and decoration industry. Including confidentially presenting current and new collections.

Sales & Order Administration

- Process client orders and purchase orders accurately and efficiently.
- Process purchase orders received from the US showrooms via email and order mail.
- Provide accurate information regarding stock availability and liaise with relevant teams where further information is required.
- Check payments received and process proformas as required.
- Liaise between warehouse staff and clients to ensure orders are managed effectively following invoice.
- Support the resolution of order queries and ensure clients are kept informed of any relevant updates.
- Process incoming stock orders in a timely and organised manner.
- Undertake basic stock control, highlighting potential shortages and items that may need to be reordered to management.

Showroom Presentation and Stock

- Maintain the showroom to a consistently high standard, ensuring that displays are well presented, organised and reflective of Claremont.
- Keep shelves refreshed and updated with new sample lengths as required.
- Organise and manage the return of samples.
- Keep cutting folders organised, tidy and up to date.

Logistics

- Manage the twice-weekly shipment of goods and samples to the US via FedEx.
- Coordinate shipments accurately, ensuring the relevant paperwork and information is complete.
- Liaise with the US showrooms as required regarding orders, samples and shipments.
- Work closely with warehouse colleagues to ensure smooth movement of stock and completion of client orders
- Check new trade applications and seek advice from management regarding their approval

Interested?

Please email a copy of your CV to georgia@claremontfurnishing.com

We look forward to hearing from you!