



## **ABOUT THE COMPANY**

**The Lacquer Company** produces lacquer furniture and accessories, handmade by skilled craftsmen in Saigon, Vietnam and sold worldwide. The Company is based in London but has a predominant presence in the US and deals primarily with high end residential interior designers. The Company focuses on excellent design, faultless product and immaculate customer service and is looking for an excellent candidate to join the London team in a diverse and exciting position. The role would suit an independent and self-motivated candidate and we are looking for an ambitious, organised and energetic individual who wants to be part of a rapidly growing and well-respected business.

[thelacquercompany.com](http://thelacquercompany.com)

## **SHOWROOM CONSULTANT**

The Showroom Consultant will be supporting the Sales and Operations teams in the day-to-day running of the business and will be helping to ensure smooth customer experience for The Lacquer Company's clients. This is a crucial role within our growing business and will require meticulous organisation, strong administration skills and excellent self-direction. You will be expected to carry out your responsibilities to a high level of competency and diligence and will need to be comfortable working on numerous tasks/projects. As the Team Assistant, you will be a client-facing support for The Lacquer Company, representing the brand and driving sales.

### **Key Responsibilities:**

- Supporting the Sales and Operations teams
- Presenting friendly, confident and organised service
- Specifically focused on managing orders from initial enquiry to point of sale, ensuring smooth service for clients
- Building The Lacquer Company's customer relations through excellent relationships and an exceptional customer service
- Frequently liaising with the Vietnam office, ensuring that orders run smoothly



**Sales Responsibilities:**

- Assisting the team at The Lacquer Company's new showroom on the Pimlico Road in Belgravia, providing a high level of service and in-store experience and promoting brand image
- Managing Sales from initial enquiry to point of sale and available to provide quotes and shipping information as needed. Once an invoice is confirmed, you will support the Operations team, keeping track of the production timeline and ensuring smooth shipping and overall customer experience
- Organisation of the Showroom, including visual merchandising and stock management and replenishment
- Communicating effectively between clients and the design/production team in Vietnam, working closely with all parties to ensure timelines are met and orders are fulfilled on a daily basis
- Dealing with client enquiries in a timely and professional manner. Emails to be answered within 24 hours and quotes to be provided within 5 working days where possible
- Obtaining shipping quotes from Operations as needed to enable a swift invoicing process
- Providing excellent aftersales care and complaint management by following up with clients and offering solutions where needed
- Reporting to the Sales team and following up on Sales to help increase turnover and profit

**Operations Support:**

- Monitoring inventory levels and understanding inventory orders
- Working with Brightpearl (inventory management software) and understanding where the Company's inventory is located
- Ensuring correct information on Asana (production software) for smooth sales, quotes, enquiries and production timeline
- Constantly liaising with the production team in Vietnam on a daily basis and developing excellent team relationships



**Skills and Experience:**

- At least 3 years' experience working for a luxury brand
- A friendly, dynamic and enthusiastic individual with a can-do attitude
- Experience in working alongside a team and motivating other colleagues (Sales, Production, Admin and Finance) in a diplomatic and confident manner
- Previous experience in office administration
- Exceptional communication skills, both written and verbal
- Excellent organisational skills – able to self-motivate, multi task and time manage
- Competent in MS Office and Mac OS (Outlook, PowerPoint, Word and Excel)

**HOURS:**

Full time (37.5 hours/week) Monday to Friday. Daily hours are 9.30am-5.30pm

**Future role expansion:**

- The Lacquer Company's new showroom is located on the Pimlico Road in Belgravia. You will be based in the showroom and there will sometimes be the opportunity to work from home as needed
- The team will continue to expand as the Company grows and there is the possibility of promotion as your department increases in size

Please send your CV to:

[info@thelacquercompany.com](mailto:info@thelacquercompany.com)