COACH HOUSE

Job Title: Showroom Manager
Job Type: Full Time, permanent
Salary: £40,000, 37.5 hrs per week
Hours of work: 9am – 5pm Monday to Friday
Coach House is UK's largest wholesale supplier of furniture and giftware and have an exciting opportunity for someone who is sociable, confident and loves building relationships to join our successful team in our brand-new trade space in Chelsea, London.
Purpose of the role:
To positively and professionally promote Coach House, its products and services, at all times to the required standard within the new trade space. Maximize all sales opportunities during customer and prospective client contact. Communicate effectively and share information with other staff and departments to ensure business and customer expectations are met. Promote positive customer experience.
To effectively manage the smooth running and operation of the space as well as coordinate all maintenance and service staff

Main Duties / Responsibilities

- Build professional relationship with customers in order to gain full understanding of their business requirements and maximize all sales opportunities during customer contact.
- To effectively manage the smooth running and operation of the space as well as coordinate all maintenance and service staff.
- Assist customers with product selection and suggest products according to customer's needs.
- Actively promote products and seek opportunities to upsell/cross sell products to customers.
- Provide accurate information to customers regarding products and lead times.
- Analyse new trade opportunities withing the London area.
- Attend London networking events, as required.
- Plan and host customer events at the showroom.
- Assist customers with locating products within the showroom.
- Ensure the Showroom facilities and all displays are neat and tidy at all times.
- Assist and help coordinate showroom updates and refurbishments.

Communication and Relationships

The post holder will have exceptional customer service skills, able to effectively communicate with both colleagues and customers.

The post holder will be expected to confidently and actively promote products and seek opportunities to upsell/cross sell products to customers.

Internal
The post holder must maintain excellent communications and teamwork with colleagues to ensure the smooth operations of Coach House.

Business Development and Events

Analyse the London trade market to identify potential customers and opportunities for new business growth.

Build and maintain relationships with new and existing customers through networking and attendance at relevant London events, as required.

Plan, coordinate and host showroom events to showcase products, strengthen customer relationships and support sales growth.

Systems and Equipment

The post holder is required to be competent in the use of the telephony system.

To be computer literate with a working knowledge of basic Microsoft office package.

To be competent in the use of company bespoke packages.

Good key board skills with a high degree of accuracy are essential.

Physical Demands of the Job

The post holder is subject to standing, stooping, walking, lifting, and carrying objects throughout their daily role.

Knowledge, Training and Experience Required to do the Job

The post holder will be expected to be educated to Standard Grade level and preferably to a higher level in terms of a design/art degree.

Following an in-house training the post holder will be expected to have a good knowledge of the Company's products, systems and position in the market.

The post holder will be confirmed in post when they successfully complete the training and reach the level of competency required for the role. A probationary period of 6 months is standard.

The post holder should have a genuine passion for interiors and the homewares market. The post holder should have industry knowledge in order to effectively and convincingly position Coach House as a brand and supplier of goods to new and existing clients.

Skills:

The successful candidate should have exceptional customer service and interpersonal skills and the ability to think proactively and commercially. You should also possess a high level of professionalism and have confidence dealing with a varied portfolio of customers. Experience of working within a showroom or hospitality environment, a keen eye for detail and a passion and/or interest for Interiors and Interior Design would be advantageous. A keen interest in the interiors and homewares industry is key.

You will be confident, self-motivated, pro-active and work well both individually and as part of a team.

Benefits:

- Company pension
- Cycle to work scheme
- Employee discount
- Health & wellbeing programme
- Private medical insurance

To apply for this role please send CV and covering letter to HR@coachhouse.com