

JOB DESCRIPTION

We have an exciting opportunity for a well-presented, friendly and trustworthy sales person to work in one of our inspiring, design-led tile showrooms based in Cheltenham in addition to providing an External Sales Consultant role. Our showrooms offer a wealth of ideas regarding how to use our beautiful tiles to create a truly stunning room. As a Company we believe our sales team are passionate about our brand and they create a fantastic shopping experience for our customers by focusing on combining expert knowledge with a welcoming and helpful approach.

We are looking for someone who is a natural sales person and communicator with an outgoing, enthusiastic and confident personality together with possessing a strong interior design background. The successful candidate will demonstrate that they are able to work on their own initiative and also as part of a team.

JOB TITLE: SHOWROOM AND EXTERNAL SALES CONSULTANT

DEPARTMENT: RETAIL

BASED: CHELTENHAM RETAIL SHOWROOM

REPORTS TO: SHOWROOM MANAGER

PURPOSE OF THE ROLE

Part of the Retail Team, the incumbent is responsible for providing knowledgeable help and advice to customers in a professional, personalised and friendly manner in addition to actively selling our extensive portfolio of premium tiles to trade and retail customers while working within the Showroom and generating new business via builders, architects, specifiers, developers, tilers, bathroom installers, shop fitters, and other decision makers, externally, for the showroom. The incumbent will relish in the challenge of winning new business, finding solutions and building long term relationships within this sector.

MAIN RESPONSIBILITIES

Showroom 50%

- Greet customers in a confident and proactive way and provide exceptional customer service and guidance to all customers.
- Engage with clients to understand their design preferences, requirements and budget constraints.
- Build strong relationships with clients, establishing trust and rapport to ensure customer satisfaction and repeat business.
- Efficiently provide accurate and detailed product information, pricing, quotes, sales orders and after sales care to seamlessly facilitate the sales process.
- Use initiative to upsell where appropriate.
- Close sales in a professional and timely manner.
- Continually learn about our product ranges, which we regularly update to meet changing tile trends.
- Maintain knowledge of current sales and promotions, policies regarding payment and exchanges and security practices.
- Work as part of a team to ensure a welcoming and tidy showroom.
- Stay up-to-date with the latest design trends, products and industry developments.

- Share your expertise with clients by providing insights and recommendations on design choices, materials, and finishes.
- Assisting with showroom paperwork
- Key holder – opening and closing the showroom.
- Watch for and recognise security risks and thefts and know how to prevent or handle these situations.
- Take delivery of stock from the main warehouse and store appropriately.
- With the help of the rest of the team, ensure good housekeeping is maintained – a clean and tidy showroom is essential.
- If required, help customers to their vehicle with purchased product.
- Update showroom displays, in accordance with Company procedures
- Assist with the loading, transporting and delivery of goods to customers in a timely, safe and polite manner.

External Sales 50%

- Research, identify and contact potential new business and customers.
- Travelling within the area surrounding your store, conducting product meetings and presentations with our target market.
- Achieving specification and subsequently following through to sale.
- Develop and maintain a rapport with new and existing clients within the geographic territory.
- Keeping up to date with current trends and project leads through research and communicating with industry contacts.
- Project a positive image when representing the Company to customers.

Health and Safety

- Endorse and promote a positive and conscious health and safety culture within the Company. Ensure always take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions.
- Ensure compliance with all health and safety, quality and human resource policies and procedures of Original Style.

These are the main functions of the job, but the incumbent may be required to carry out other duties as may be reasonably required to meet the demands of the business.

PERSON SPECIFICATION

To succeed in this role the person needs to:

- Demonstrate excellent customer services skills.
- Be an outgoing and confident person who is passionate about design and people.
- Possess an excellent telephone manner.
- Organise meetings and weekly plans effectively, to enable them to maximise their efficiency while away from the showroom.
- Be a self-starter, who can work independently, as well as part of a team.
- Have a clear understanding of the specification and design process and design background is a bonus but not a prerequisite.
- Demonstrate the ability to be persuasive and able to influence people.
- Be responsible.
- Possess good communication/delegation skills.
- Have decisiveness.
- Enjoy problem solving.
- Be numerate.
- Be approachable, friendly and polite.
- Be able to lift product.

- Demonstrate computer literacy.
- Be able to follow instruction without supervision.
- Be knowledgeable in aspects of DIY (willing to learn technical aspects).
- Possess a valid full driving licence.

Ideally, the person will have proven past sales experience preferably dealing with architects/specifiers/house builders etc.

REMUNERATION AND BENEFITS

We offer a competitive salary and benefits including a contributory pension scheme, 23 days holiday (increasing to 26 days with service) plus public holidays, staff discounts, death in service cover and Medicash Healthcare Cashplan (including shopping, travel and gym discounts). In addition there is structured training and the potential for career progression within our growing dynamic Company.

LOCATION

Original Style's retail showroom in Cheltenham can be found at Unit 5, Haven Works, Tewkesbury Road, Cheltenham, Gloucestershire, GL51 9AA.

BACKGROUND INFORMATION ON ORIGINAL STYLE LIMITED

Please refer to the following websites: <http://www.originalstyle.com>
<https://www.clayandrock.co.uk>
<http://www.designworkstiles.com>
<https://www.countytilewarehouse.co.uk>

Original Style is one of the U.K.'s leading manufacturers, importers and distributors with an extensive portfolio of high quality ceramic, porcelain, glass mosaic and stone tiles. The Company has been producing high quality tiles in our factory in Exeter, Devon, since 1986 and we offer a wide range of products - from contemporary large format wall and floor tiles to hand-finished glazed tiles designed in-house. Tiles are our craft and we are committed to manufacturing using traditional techniques teamed with state of the art technologies. We also source original and innovative tiles for our collections from across the globe, such as our unique glass products and mosaics, enriching our collections for a truly versatile choice. The key to our success is the experience of our highly skilled designers and craftspeople, showroom experts, customer service and all the support functions who make it a priority to ensure customer experience excellence throughout each stage of their journey with us.

With circa 200 employees, 14 tile showrooms and a global network of retailers, Original Style is committed to continuous development as an industry leader. We have recently rebranded the majority of our retail showrooms to Clay & Rock, aiming to provide a premium retail experience. With continuous growth and products available in over 60 countries and over 2,000 retail outlets worldwide there's never been a more exciting time to join Original Style. Your growth is equally important to us – we will support you to reach your full potential and achieve your personal development goals.

TO APPLY

Applicants should send their CV and a cover letter (including salary expectations) to Diane Smith, Human Resources Manager by email to dsmith@originalstyle.com.