

<b>Job description</b>	
<b>Job Title</b>	Showroom Sales Manager
<b>Main purpose of the role</b>	This is an exciting opportunity to play a key role in the growth and development of a successful kitchen makeover company based in Abingdon, Oxford. The Showroom Sales Manager will be involved in dealing with prospective clients contacting and visiting our showroom, providing top quality customer service, converting enquiries into sales appointments and managing the showroom.
<b>About the Company</b>	Since opening in 2009, Dream Doors Oxford has created considerable growth through our commitment to marketing, sales expertise and working with a proven system, along with passion, tenacity and ambition. We provide an excellent customer experience, service and products to match, with almost 850 excellent customer testimonials you don't have to take our word for it. Amongst many of our prestigious awards we have, for the past 9 years, been one of the leading franchises within the 80+ strong Dream Doors network.
<b>Location and pay scale</b>	Based in our Abingdon showroom with occasional customer visits Payscale of £23 - £26,000 depending on experience
<b>Hours</b>	Full-time Monday to Friday 8.45am – 5.15pm, Saturdays 9am – 4.15pm
<b>Reports to</b>	Company Owners
<b>Key Responsibilities and Deliverables</b>	<p><b>Customer Service</b></p> <ul style="list-style-type: none"> <li>• Ensure that showroom visitors, prospective and existing customers are extended the highest levels of customer service at all times;</li> <li>• Maintain the excellent reputation of Dream Doors Oxford by ensuring that telephones are always answered promptly and professionally and dealing with all enquiries with a courteous manner;</li> <li>• Provide accurate advice on the suitability of all Dream Doors products;</li> <li>• Act as a point of liaison between the Director, suppliers and fitters to ensure that customers receive the best possible service throughout the sales process</li> <li>• Maintain up to date and accurate records via all company systems</li> </ul>

	<ul style="list-style-type: none"> <li>• Aim to get as many qualified appointments as possible and ensure that appointment diaries and CRM are kept up to date, with any changes notified to the Company Owners;</li> <li>• Follow up on quotes with customers which will require the use of ArtCAD, though training will be provided.</li> <li>• Liaise with Company Owners, Warehouse staff, fitters and trades to co-ordinate scheduled installations/remedials in an appropriate and timely manner;</li> <li>• Ensure customer orders are processed accurately and in a timely manner;</li> <li>• Deal promptly with customer complaints, liaising with Company Owners in order to resolve queries in line with the Company Service Level Agreements.</li> </ul> <p><b>Brand &amp; Showroom Image</b></p> <ul style="list-style-type: none"> <li>• As a Dream Doors ambassador, take responsibility for delivery and maintaining the company image to the highest standards</li> <li>• Manage the cleaning and maintenance of the Showroom, ensuring all displays are clean, neat tidy and operational at all times</li> <li>• Take responsibility for stock management and ordering of sales and marketing literature</li> <li>• Ensure window and showroom displays are maintained to company standards, liaising as necessary with Company Owners</li> <li>• Liaise with Company Owners to organise showroom maintenance and refits as required, including replenishing of damaged samples etc</li> </ul> <p><b>Marketing</b></p> <ul style="list-style-type: none"> <li>• Liaise with Company owners to research potential and suitable advertising venues and marketing strategies, including networking</li> <li>• Liaise with Company owners to carry out regular marketing analysis</li> </ul> <p><b>Financial</b></p> <ul style="list-style-type: none"> <li>• Ensure all customers payments are taken in line with data protection and company policy</li> <li>• Ensure all sales are accurately recorded in the CRM system</li> <li>• Ensure monthly CRM sales figures are reconciled against orders in readiness for reporting to Dream Doors Head Office on a monthly basis</li> </ul> <p><b>Human Resources</b></p>
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	<ul style="list-style-type: none"> <li>• Assist in the recruiting and training of new staff</li> <li>• Ensure adequate cover for lunches/holidays/sickness</li> <li>• Maintain a safe and healthy working environment, ensuring all health and safety guidelines are met</li> </ul>
<b>Other Responsibilities</b>	<p><b>General responsibilities</b></p> <ul style="list-style-type: none"> <li>• Assist in reviewing operating procedures on an ongoing basis to improve efficiency and service levels</li> <li>• Maintain industry product knowledge and awareness on a continuous basis</li> <li>• Key holder responsibilities, i.e., opening and closing the showroom, covering in the case of absence, ability to be onsite in the event of an emergency</li> <li>• Liaise with other Dream Doors showrooms, suppliers and trades people as and when required</li> <li>• Support and assist in implementation of any new procedures</li> <li>• Attend training and sales courses as required to develop relevant knowledge, techniques and skills</li> <li>• Support other staff as may be reasonably required from time to time</li> <li>• From time to time you will be asked to carry out duties that are outside your normal job role, to enable the smooth running of the business</li> </ul>
<b>Working Relationships</b>	This role will work closely with the Company Owners, staff, customers and prospective customers, suppliers and representatives from Dream Doors Head Office
<b>Major Challenges</b>	This is a busy role requiring great attention to detail as well as the ability to multi-task and work under pressure to follow up on enquiries, close sales and above all, maintain the the Company's reputation for excellent customer service.
<b>Career Progression</b>	This position has excellent opportunities for career progression. Over time, the Company Owners wish to step away from the day to day running of the business and the successful Showroom Sales Manager will be in line to take on additional responsibilities.
<b>Date of Preparation</b>	December 2018
<b>Date Revised</b>	

## Person Specification

Criteria	Essential	Desirable
Education and Qualifications	a minimum of GCSE or equivalent Maths and English to grade C or above	A-Levels
Experience, Knowledge and Skills	<p>A proven track record of excellent sales and customer service skills within the kitchen industry</p> <p>Ability to multitask, prioritise and work in a high paced environment</p> <p>Computer literate, experienced in all MS Office</p> <p>Exceptional communicator both written and verbal</p> <p>Demonstrable experience of a role where good attention to detail and a high level of accuracy is required</p>	<p>Experience of having worked in a small business would be an advantage</p> <p>Experience of kitchen design, sales and/or fitting would be useful</p> <p>Ability to analyse local market competitors</p> <p>Experience of using programs such as Artcad or equivalent would be an advantage</p>
Personality, Character Traits and Disposition	<p>Professional, flexible approach</p> <p>Able to work under pressure and to quickly resolve issues that may arise</p> <p>Well organised in approach to the responsibilities of the role and the working environment</p> <p>Enthusiastic and keen to learn new skills</p>	Interested in design generally with a focus on kitchen design and latest trends

	<p>Able to work under pressure and think on your feet, showing good initiative</p> <p>Self-motivated and driven</p> <p>Confident in presenting ideas and dealing with customers, team members, suppliers and third part sub-contractors</p> <p>Punctual with excellent time management skills</p> <p>Accuracy and an eye for detail, colour and design</p> <p>Calm, patient and polite manner</p> <p>A strong closer but without over pressurising</p> <p>Able to influence others when necessary</p> <p>Ability to work in a small team and show commitment to team goals</p> <p>Analytical thinker with strong numerical abilities</p> <p>Creative Innovator – committed to constant improvement</p>	
Miscellaneous	<p>Proof of the right to work in the UK will be checked</p> <p>References will be required</p> <p>Full clean driving licence is required as the role may involve some driving from time to time</p> <p>Must be flexible with the ability to work weekends.</p>	

