ROMERILS

JOB DESCRIPTION

SENIOR SALES CONSULTANT

Our Vision

We are a vibrant retail market leader delivering the best, enjoyable shopping experience to inspire homeowners, while giving outstanding service. We know and engage with our customers, which gives us knowledge on delivering what they want. 'Best of the Best' in customer service is at the heart of all we do.

Our People

To be able to deliver our vision, we need self-motivated, passionate people who can offer quality customer service whilst performing with honesty and integrity. We provide a friendly, enjoyable and supportive work environment.

The Departments

We sell a wide range of products across several departments in our Dumaresq Street store, including our Home Interiors Centre, Outdoor Living, Lighting, Electrical, Tiles, Design Studios, Furniture and Beds Departments.

The Role

The purpose of the role is to support the Supervisors to maximise all sales opportunities at the highest level of profitability by giving comprehensive and professional advice whilst providing the highest level of customer service.

Reporting Lines

Reports to the Manager of the Department, the Assistant Manager or the Supervisor

Standards

- ✓ Every employee is expected to be honest and trustworthy in their dealings with customers, colleagues and the company.
- ✓ Nothing less than excellent customer service is acceptable with both external and internal customers
- ✓ A high standard of confidentiality is required with our working practices and operating systems
- ✓ All staff are expected to work as part of the team
- ✓ All staff are expected to work efficiently and accurately
- ✓ All Standard Operating Procedures (SOPs) must be followed at all times

ROMERILS

PERSON SPECIFICATION

Knowledge of:
Strong Retail or Sales Experience
Computer Systems- to a good level
Experience of working with carpets/flooring is beneficial but not essential.

Skills required:

Effective verbal and listening	Selling skills	Numerate
Initiative	Problem solving	Prioritisation
Self-management	Time management	Keyboard skills

Attributes

Flexible	Reliable	Logical
Accurate	Organised	Common sense
Calm under pressure	Eye for detail	Meets deadlines

PRINCIPLE DUTIES

1. To support and advise the Department Supervisors and Sales Consultants in the department
2. Cover for the Supervisor in their absences, including special orders and customer queries
3. Dealing with day-to-day sales, face to face and on the telephone
4. Maximising all sales opportunities at the highest level of profitability
5. Providing advice and guidance on products
6. Building solid working relationships with customers and suppliers
7. Working with the estimator and fitters to ensure a seamless customer experience
8. Ensuring all displays, sales and stock areas are kept clean, tidy and well stocked
9. Compile and placing stock orders with suppliers
10. Ensuring security of products on sale and in stock
11. Processing paperwork as necessary
12. Compiling and placing orders with suppliers
13. Liaising with suppliers and customers
14. Help organising displays

Changes
Because of the diversity of our business, this job description will inevitably change. There will be the need, from time to time, to undertake other activities that fall within the capabilities of the role holder, as directed by management.