



R O M E R I L S

## **JOB DESCRIPTION SALES CONSULTANT**

### **Outdoor living**

#### **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 Department**

The Outdoor Living Department offers an extensive range of Outdoor Furniture, Spas, Stoves and Televisions.

#### **The Role**

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

#### **The main responsibilities of the role are:**

- Sales
- Customer Service

#### **Reporting Lines**

Reports to the Outdoor living manager

#### **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



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## PERSON SPECIFICATION

### Knowledge of:

**Essential:** Very competent with Microsoft Office packages

### Skills required:

Effective communication	Effective reading & writing	Relationship building
Selling skills	Team working	Problem solving
Numerate	Accurate	Prioritisation
Time management	Driving licence	Eye for detail

### Attributes

Willingness to learn	Logical	Initiative
Common sense	Meets deadlines	Follows instructions

### Personal qualities

Trustworthy & reliable	Professional & personable	Flexible/Calm under pressure
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## PRINCIPLE DUTIES

1. Dealing with day-to-day sales, face to face and on the telephone
2. Maximising all sales opportunities at the highest level of profitability
3. Building solid and effective working relationships with customers and suppliers
4. Gaining a thorough technical knowledge of the different features and benefits of each product.
5. Processing paperwork accurately and in a timely manner
6. Supporting the sales staff in other areas as and when necessary
7. Ensuring all display and sales areas are kept clean and tidy
8. Ensuring security of products on sale
9. Maintaining and updating all price lists
10. Helping develop new product ranges
11. Helping organise displays
12. Being pro-active in learning the local retail and trade market place

### 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.