



JOB DESCRIPTION

Studio Consultant **Bathroom Studio**

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 Bathroom Studio sells and designs a range of high-quality bathrooms, tiles and accessories.

The Role

Romerils supply a range of bathroom components which are considered to be excellent value for money and capable of delivering luxury. The purpose of the role is to support the accurate and efficient supply of components, and to assist with bespoke design services which are tailored and individual to each customer's requirements.

Reporting Lines

Reports to the Sales Support Manager, and Design Studios 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

PERSON SPECIFICATION

Knowledge of:

Computer Systems - to a good level

Experience of working with bathroom and plumbing products are beneficial but not essential.

Skills required:

Effective verbal and listening	Self-management	Logical
Selling skills	Time management	Accurate
Numerate	Keyboard skills	Organised
Initiative	Attributes	Common sense
Problem solving	Flexible	Calm under pressure
Prioritisation	Reliable	Eye for detail
Meets deadlines	Written and spoken English	

PRINCIPLE DUTIES

1. To be the first point of contact for all sales leads and enquiries via web, emails, drop-ins and phone calls
2. To support with product supply and specification on property developments and refurbishments
3. Offer advice, produce quotations and perform sales for the supply of bathroom components (Showers and Enclosures, WCs, Baths, Vanity Units, Mirrors, Towel Rails)
4. Capture requirements in terms of budget, colour, style and function to create briefs for design style sales
5. Liaise with suppliers to ensure the timely and accurate delivery of purchase orders
6. Settle outstanding balances with customers and arrange delivery to site
7. Ensuring all displays, sales and stock areas are kept clean and tidy
8. Have input in changes to showroom displays
9. Experience in CAD/design software isn't necessary, and full training on products will be provided

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.