



R O M E R I L S

## **JOB DESCRIPTION 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 this role is to maximise all sales opportunities at the highest level of profitability by giving comprehensive and professional advice on tiles and associated and underfloor heating products, whilst providing the highest level of customer service.

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

- Sales
- 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



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## PERSON SPECIFICATION

### Knowledge of:

Computer Systems- to a good level

Experience of working with paint or flooring is beneficial but not essential.

Driving license is essential

### Skills required:

Effective verbal and listening

Initiative

Self-management

Driving licence (Essential)

Selling skills

Problem solving

Time management

Measuring

Numerate

Prioritisation

Keyboard skills

### Attributes

Flexible

Accurate

Calm under pressure

Reliable

Organised

Eye for detail

Logical

Common sense

Meets deadlines

## 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. Initiating own customer leads, and take from initial contact to, where necessary measure up and on to quotation, order and delivery.
4. Building solid and effective working relationships with customers and suppliers
5. Gaining a thorough technical knowledge of the different features and benefits of each product.
6. Processing paperwork accurately and in a timely manner
7. Supporting the sales staff in other areas as and when necessary
8. Ensuring all display and sales areas are kept clean and tidy
9. Ensuring security of products on sale
10. Maintaining and updating all price lists
11. Helping develop new product ranges
12. Helping organise displays
13. 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.