



R O M E R I L S

JOB DESCRIPTION

SALES DESIGNER

Bathroom & Tiles Studios

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 & Tiles Studios sells our range of high-quality bathrooms, tiles and accessories.

The Role

The purpose of the role is to sell our range of high-quality bathroom and tile products, providing the highest level of customer service at all times in order to maintain the Company’s overall aim, which is to exceed the expectations of our customers through the quality of our customer service.

The main responsibilities of the role are:

- Sales
- Customer Service

Reporting Lines

Reports to the Bathroom Manager or Assistant Manager of the Department

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:

Cad design (Virtual World) packages
 Sanitaryware products, particularly Villeroy & Boch, Hansgrohe, Keuco, Heritage, Samuel Heath, Keuco, Carlisle, and Roper Rodes Bathroom accessory products
 Water pressures
 Building regulations
 Disabled access regulations
 Basic installation
 Fitting regulations

Skills required:

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

Attributes

Willingness to learn	Logical	Initiative
Common sense	Meets deadlines	Follows instructions

Personal qualities

Trustworthy & reliable	Honest	Professional & personable
Flexible	Calm under pressure	Tact and discretion

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, site visit, measure up and on to design, quotation, pitch, order and delivery.
4. Building solid and effective working relationships with customers and suppliers
5. Gaining a thorough technical knowledge of the different components, 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 organising Studio 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.