



R O M E R I L S

Finishing Fitter - Installations Coordinator **Design Studios**

We are seeking a highly motivated Finishing Fitter/Installation Coordinator to join our Kitchen, Bedroom & Bathroom Studios

The purpose of the role is to be responsible for the snagging and completion of all fittings of kitchens, bedrooms and bathroom furniture whilst providing the highest level of customer service and installation coordination including comprehensive and professional advice.

For a full job description and application form, please visit:

www.romerils.com/careers

Apply online or download an application forms to apply or email your CV to joanna.maindonald@romerils.co.je



R O M E R I L S

JOB DESCRIPTION

Finishing Fitter - Installations Coordinator **Design Studios**

Our Vision

In our retail home interiors, trade centre and ecommerce businesses our vision is to be the 'Best of the Best' in customer service. We know and engage with our customers, which gives us knowledge on delivering what they want.

'Best of the Best' is at the heart of all we do, and we aim to achieve this through the excellence of our people.

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 Design Studios offer a bespoke design service for a range of high-quality kitchens, bedrooms and bathrooms.

The Role

The purpose of the role is to be responsible for the snagging and completion of all fittings of kitchens, bedrooms and bathroom furniture whilst providing the highest level of customer service and installation coordination including comprehensive and professional advice.

Reporting Lines

Reports to Studio Sales Managers or in their absence the 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:

Kitchen, Bedroom and Bathroom furniture fitting
Commercial / Retail sectors of this industry

Skills required:

Carpentry-Fitting Skills	Ability to read and interpret plans	Problem solving
Clear thinking	Ability to prioritise	Organised
Ability to communicate clearly and at all levels		

Attributes

Professional	Flexible	Reliable
Logical	Accurate and eye for detail	Organised
Common sense	Calm under pressure	Meets deadlines

PRINCIPLE DUTIES

1. Help manage projects from point of installation to full completion and sign off
2. Respond quickly and efficiently to snagging issues; trouble shooting on supply and fit
3. Fit/install remedial snagging and warranty issues for Designers and Clients
4. Work with our Operations Department to remedy any issues on supply and fit
5. Occasionally, be responsible for issues in relation to supply only (trouble shooting and liaise with the Operations department for solutions)
6. Provide solutions to site problems for Sales Designers, Fitters and Clients
7. Make decisions and use initiative (within agreed parameters) to ensure completion of projects
8. Remedial ordering from suppliers
9. Provide all round support to Designers on issues such as, short delivery, on-site problems with tradesmen
10. Sign off projects to Clients' satisfaction
11. Provide additional customer service and support to Clients from point of sale
12. Work with Sales Designers to ensure measurements are correct
13. Ensure Fitters are continually aware and up to date on briefs
14. Establish, maintain and improve relationships between contract Fitters, Suppliers and the Company
15. Provide and initiate fitting schedules between the Client, the Company and the Fitter
16. Provide quick response and solutions to any miscellaneous items requiring immediate delivery
17. Report to Design teams and management of completed remedials and sign off

Changes

Because of the ongoing diversification 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.