



R O M E R I L S

JOB DESCRIPTION

SALES CONSULTANT

Outdoor Living, Fireplaces, TVs and Spas

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

The Fireplaces, Outdoor Living, TVs and Spa Centre sells a range of goods including spas, garden furniture, BBQ's and heaters. The department also sells a wide range of TVs, fires and stoves.

The Role

The purpose of the role is to maximise all sales opportunities at the highest level of profitability by giving comprehensive and professional advice whilst providing an excellent level of customer service. In addition, the successful candidate may be expected to visit customers houses in order to troubleshoot customer queries.

Reporting Lines

Reports to the Manager of the Department, 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



PERSON SPECIFICATION

Knowledge of:

Computer Systems- to a good level

Experience of working in a retail environment would be beneficial but not essential.

Skills required:

Effective verbal and listening

Selling skills

Numerate

Initiative

Problem solving

Prioritisation

Self-management

Time management

Keyboard skills

Driving licence (preferred)

Measuring

Attributes

Flexible

Reliable

Logical

Accurate

Organised

Common sense

Calm under pressure

Eye for detail

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. Providing advice and guidance on products
4. Building solid working relationships with customers and suppliers
5. Ensuring all displays, sales and stock areas are kept clean, tidy and well stocked
6. Compile and placing stock orders with suppliers
7. Ensuring security of products on sale and in stock
8. Processing paperwork as necessary
9. Compiling and placing orders with suppliers
10. Liaising with suppliers and customers
11. Help organising displays

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.