

## Job Description – Showroom Sales Executive - Cheshire

<b>Job Title:</b>	Showroom Sales Executive	<b>Reports to:</b>	Head of Marketing
<b>Department:</b>	Sales/Marketing	<b>Location:</b>	Cheshire

### **Main Job Purpose:**

To deliver a first-class customer experience for all our visitors to the Cheshire Design Centre

To follow up customer sample orders to ensure all initial sales enquiries are dealt with efficiently and effectively

To manage TedTodd.co.uk's live chat service

To maximise sales opportunities with new and existing customers, including direct selling and ad hoc projects when required

### **Main Duties:**

#### **Cheshire Design Centre (Showroom)**

- To assist all visitors to the showroom with product selection by providing advice and guidance
- Measurement of the showroom's performance by tracking the conversion of Showroom visitors to purchases (plus providing monthly reports to manager)
- Contact all consumer web enquiries and showroom visitors and guide them to their local retailer. Ensure all customers are dealt with efficiently and effectively
- To maintain an immaculately presented showroom in line with ALL Design Centre Housekeeping guidelines
- Keep accurate records of all showroom visitors, including appropriate notes on products viewed and project details
- Use company systems to advise customers on about stock and orders
- Maintain good relationships with Ted Todd Showroom Partners to ensure that TT remains their preferred supplier
- To cross sell and upsell where appropriate and always provided the product meets the needs of the client
- Keep up to date with all TT products, keep track of new products and discontinued lines
- To be professional and presentable at all times / project the correct company image in line with brand values
- Work with sales Management and Marketing to increase traffic into the Showroom
- Be proactive with regards to showroom presentation and merchandising (subject to change approval)

#### **Sales**

- Manage the live chat function on TedTodd.co.uk, responding to customer questions and advising them on next steps of their purchasing journey
- Ensure timely follow up of all opportunities and activities within CRM
- Generate additional sales opportunities within your allocated client base including cross selling and upselling of additional products
- Maintain all CRM and Nav client data in real time, as directed, to ensure all records and subsequent reporting and forecasting are accurate

- Provide exemplary customer service, presenting a professional company image at all times
- Process all quotes and orders accurately and in a timely manner for all clients
- Maintain regular contact with customers to identify their requirements and maintain our relationships
- Keep customers informed of the progress of their orders and ensure that they are notified of any possible delays.
- To provide efficient and effective support to the external Studio team, working together to provide the best service and outcome to our clients
- Keep up to date with all TT & Woodworks products, including new products and discontinued lines.
- Any other ad hoc duties that may be reasonably requested of you

#### **Training & Compliance**

- Adhere to all company policies and procedures as instructed
- Carry out all training provided to deadlines prescribed
- Execute the responsibilities of a company employee acting in a lawful and ethical manner in accordance with your contract of employment and company staff handbook.
- Work with Line Manager to manage own professional development, including performance appraisal and identifying and meeting training needs in order to ensure competence and compliance

#### **Line Management/Budgetary Responsibilities**

- None

#### **Travel/Multi-location**

- May be required to travel to other UK offices as necessary