

Job Description and Person Specification



FAIRWAY
FURNITURE

Title: Full Time Sales Consultant

Deadline for receipt of application:

Brief Description:

Acting as the primary point of contact for customers within our stores. Proactive approach to selling, sharing knowledge and information on the products available

Other Information on this Role:

Salary: As stated on the advert

Location: St Austell

Line Manager/Supervisor: Store Manager

FURTHER DETAILS ON THE POST:

Key aspects of this role include: (although not exhaustive)

- Liaise with customers regarding all aspects of their order
- Providing a first point of contact for customers visiting the store
- Dealing with customer queries, including providing information on products and prices
- Preparing and entering sales orders onto the retail computer system
- Entering customer details for credit applications, including maintaining confidentiality
- Helping to maintain the presentation standards of the showroom at all times
- Monitoring your customer's orders from the time of purchase through to delivery
- Answering telephone sales enquiries from customers
- Liaise with suppliers regarding orders
- Maintain computerised customer order records in accordance with system requirements
- Ensure all visitors are welcomed promptly and hosted appropriately
- Care for the day-to-day appearance of the showroom, such that a high standard is maintained
- Carry out any other duties as are within the scope, spirit and purpose of the job as requested by the store manager or other management representatives

Required skills and capabilities:

- Sales target driven
- Able to work to a very high standard of order accuracy
- Reliable, honest and responsible
- Ability to quickly learn and recall in-depth product knowledge
- Able to communicate with customers and other members of staff clearly
- Team player with a flexible, 'can-do' outlook
- Readily takes initiative
- Ability to listen to customers to ascertain needs and requirements, then help in a selection process
- Familiarity with making add-on sales

PERFORMANCE COMPETENCIES AND CRITERIA:

- Demonstrates excellent oral, written, and interpersonal communication skills
- Demonstrates the ability to work as an effective team member
- Contributes to a team environment to promote the success of Fairway Furniture
- Demonstrates the ability to determine priorities and be self-directed
- Demonstrates a significant ability for discretion and confidentiality in handling sensitive issues
- Demonstrates proficiency in a variety of computer applications on a PC platform to enable entry of customer orders
- Demonstrate attitudes and behaviours consistent with Fairway Furniture's values

PERSON SPECIFICATION:

Knowledge and Qualifications:

- An understanding of the demands of the retail sector
- An understanding of the multi-faceted workload within a retail environment
- An understanding of the need to portray a professional image at all times
- A comprehensive and up-to-date knowledge of office systems and procedures
- An understanding of organisational methods and how to make best use of limited time to the greatest effect
- Excellent communication skills and command of the English language
- Excellent organisational skills, the ability to prioritise in the face of competing demands
- An ability to respond to queries on behalf of a senior manager without their direct involvement

Experience:

Essential

- Negotiating skills
- Good numerical skills

Desirable

- Experience of working in a retail organisation, preferably furniture or other large goods
- A friendly, confident and outgoing personality
- Commitment to working collaboratively and as part of a team
- Proactive & attentive to detail
- Adaptable & responsive in the face of changes in priorities, plans & schedules – such as being flexible in rota patterns
- Awareness of maintaining confidentiality
- Ability to work under pressure
- Commitment to Fairway Furniture's Equality Policy and the ability to work harmoniously with colleagues, visitors and people of all cultures and backgrounds
- Flexibility - a degree of flexibility will be required by the post holder who may be called upon to undertake other administrative duties as requested from time to time by the Store Manager or other management