Job Description

Position:	Design Consultant
Department:	Showroom
Reporting to:	Showroom Manager
Responsible for:	

Job Function

Working as part of our busy Showroom Team you will be advising, designing, and positively promoting inspirational flooring ideas to consumers and ultimately generating leads for our local retail partners.

Main Duties

- Ensure the highest degree of customer service is delivered to showroom visitors at all times.
- Listen to consumers' requirements and support them with the relevant advice and products for their projects.
- Maximise all opportunities to generate leads for our retail partners through a consultative selling approach.
- Achieve individual monthly KPIs.
- Develop and maintain excellent knowledge of all Karndean products, accessories and prices.
- Identify areas where we can improve processes and procedures in order to provide visitors with the best experience possible.
- Ensure all leads are accurately recorded and allocated within the relevant IT systems.
- Ensure showroom and display areas are kept in pristine condition.
- Ensure literature, samples and stock are always sufficient to serve our visitors.
- Build strong relationships with other departments within the business in order to ensure we are providing our visitors with the best possible service.
- Any other reasonable duties which may be required by management from time to time

Person Specification

- Passionate about delivering excellent customer service
- Ability to build an excellent knowledge of the Karndean product portfolio
- Strong communication skills and the ability to adapt these to suit varying customers
- Good listening skills
- Self-motivated with a positive can-do attitude
- Attention to detail
- Able to work on own initiative as well as being a key team player
- Able to work well under pressure in a very fast paced environment.
- Working knowledge of Microsoft Dynamics CRM would be beneficial.
- To work a minimum of 37.5 hours per week but must be flexible to include Saturday working on a rota system