

## CLAY & ROCK

### JOB DESCRIPTION

We have an exciting opportunity for a well-presented, friendly and trustworthy sales person to work in one of our inspiring, design-led tile showrooms based in Exeter. Our showrooms offer a wealth of ideas regarding how to use our beautiful tiles to create a truly stunning room. As a Company we believe our sales team are passionate about our brand and they create a fantastic shopping experience for our customers by focusing on combining expert knowledge with a welcoming and helpful approach.

We are looking for someone who is a natural sales person and communicator with an outgoing, enthusiastic and confident personality together with possessing a strong interior design background. The successful candidate will demonstrate that they are able to work on their own initiative and also as part of a team.

As a Design and Sales Consultant some responsibilities will include:

- Greeting customers and helping them to effectively find what they are looking for.
- Inspiring customers' tiling projects.
- Successfully completing sales accurately and efficiently.
- Continually learning about our product ranges which we regularly update to meet changing tile trends.

**JOB TITLE:           DESIGN AND SALES CONSULTANT**

**DEPARTMENT:       RETAIL**

**REPORTS TO:         SHOWROOM MANAGER**

**LOCATION:             CHELTENHAM SHOWROOM**

#### **PURPOSE OF THE ROLE**

As a Design and Sales Consultant you will be responsible for providing design expertise and sales support to clients. Your primary role will involve collaborating with customers to understand their design preferences and requirements, offering tailored design solutions and guiding them through the sales process. You will play a pivotal role in ensuring customer satisfaction and achieving sales targets.

#### **MAIN RESPONSIBILITIES**

- Provide exceptional customer service and guidance to all customers.
- Engage with clients to understand their design preferences, requirements and budget constraints.
- Conduct thorough needs assessments to determine the most suitable design solutions for clients' spaces or projects.

- Build strong relationships with clients, establishing trust and rapport to ensure customer satisfaction and repeat business.
- Actively promote and sell design, products and solutions to clients.
- Prepare detailed design proposals and product recommendations (which includes other material samples) and produce visual drawings if required.
- Present design solutions to clients, addressing their technical necessities and feedback and making necessary revisions where required to generate sales.
- Efficiently provide accurate and detailed product information, pricing, quotes, sales orders and after sales care to seamlessly facilitate the sales process.
- Close sales deals in a professional and timely manner.
- Continually learn about our product ranges which we regularly update to meet changing tile trends.
- Work as part of a team to ensure a welcoming and tidy showroom.
- Stay up-to-date with the latest design trends, products, and industry developments.
- Share your expertise with clients by providing insights and recommendations on design choices, materials, and finishes.
- Share your expertise with the internal team. Help to curate display solutions for our showrooms and give direction to the new product forum.
- Key holder – opening and closing the showroom.
- Assisting with showroom paperwork.

#### **HEALTH AND SAFETY**

- Endorse and promote a positive and conscious health and safety culture within the Company. Take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions.
- Ensure compliance with all health and safety, quality and human resource policies and procedures of Original Style.

These are the main functions of the job but the incumbent may be required to carry out other duties as may be reasonably required to meet the demands of the business.

#### **PERSON SPECIFICATION**

To succeed in this role the person needs to:

- Proven experience as a design consultant or sales consultant in the interior design industry, with an excellent understanding of current design trends and fashions.
- Strong understanding of design principles, space planning, and aesthetics.
- Experienced in working in luxury retail with a deep appreciation for high-end products, as well as a keen awareness of the level of service and knowledge expected by customers in this market.
- Exceptional communication and interpersonal skills to effectively collaborate with clients and internal stakeholders, with the ability to build and nurture relationships with discerning clientele.
- Demonstrated ability to present and sell design concepts to clients.
- Proficiency in design software and tools (e.g., Virtual Worlds, AutoCAD, SketchUp, Adobe Creative Suite) is preferred.
- Knowledge of construction materials, finishes, and product specifications.
- Ability to manage multiple projects simultaneously and meet deadlines.
- Results-oriented mindset with a proven track record in achieving sales targets.
- Experience in the bathroom industry is preferable.
- A full (ideally clean) driving licence [would be an advantage] or [is essential].

## **REMUNERATION AND BENEFITS**

We offer a competitive salary and benefits including a contributory pension scheme, holiday increasing to 26 days with service plus public holidays, staff discounts and Medicash Healthcare Cashplan (including shopping, travel and gym discounts). In addition there is structured training and the potential for career progression within our growing dynamic Company.

## **LOCATION**

Clay & Rock's retail showroom in Cheltenham can be found at Unit 5, Haven Works, Tewkesbury Road, Cheltenham, Gloucestershire, GL51 9AA.

## **BACKGROUND INFORMATION ON ORIGINAL STYLE LIMITED**

Please refer to the following websites: <http://www.originalstyle.com>  
<https://www.clayandrock.co.uk>  
<http://www.designworkstiles.com>  
<https://www.countytilewarehouse.co.uk>

**Original Style is one of the U.K.'s leading manufacturers, importers and distributors with an extensive portfolio of high quality ceramic, porcelain, glass mosaic and stone tiles. The Company has been producing high quality tiles in our factory in Exeter, Devon, since 1986 and we offer a wide range of products - from contemporary large format wall and floor tiles to hand-finished glazed tiles designed in-house. Tiles are our craft and we are committed to manufacturing using traditional techniques teamed with state of the art technologies. We also source original and innovative tiles for our collections from across the globe, such as our unique glass products and mosaics, enriching our collections for a truly versatile choice. The key to our success is the experience of our highly skilled designers and craftspeople, showroom experts, customer service and all the support functions who make it a priority to ensure customer experience excellence throughout each stage of their journey with us.**

**With circa 200 employees, 14 tile showrooms and a global network of retailers, Original Style is committed to continuous development as an industry leader. We have recently rebranded the majority of our retail showrooms to Clay & Rock, aiming to provide a premium retail experience. With continuous growth and products available in over 60 countries and over 2,000 retail outlets worldwide there's never been a more exciting time to join Original Style. Your growth is equally important to us – we will support you to reach your full potential and achieve your personal development goals.**

## **HOW TO APPLY**

**Applicants should send their CV and a cover letter (including current salary and salary expectations) to Diane Smith, Human Resources Manager by email to [dsmith@originalstyle.com](mailto:dsmith@originalstyle.com).**