

# CLAY & ROCK

## VACANCY RETAIL SALES CONSULTANT - REGIONAL (Covering Bournemouth, Southampton, Salisbury and Andover Showrooms)

### About Us

Original Style is one of the U.K.'s leading manufacturers, importers and distributors of high quality ceramic, porcelain, glass mosaic and stone tiles.

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 rebranded the majority of our own inspiring, design-led 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.

### What We Offer

**A basic salary of £30k** plus a fuel allowance. Benefits offered include 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.

### Main Responsibilities

- Ensure each customer leaves feeling valued and satisfied. Actively engage with customers, building rapport and create a welcoming shopping experience tailored to their needs.
- Offer expert product advice by sharing in-depth knowledge on features, benefits and unique selling points to help customers make confident purchasing decisions.
- As a team member, manage all orders from placement to receipt and ensure that both the showroom and back-of-house areas remain consistently well-organised and presentable.

### Key Skills

- Essential to possess a valid driving licence.
- A natural salesperson and communicator; well-presented with an outgoing, enthusiastic and confident personality.
- Customer focused.
- Responsible, reliable and trustworthy.
- Numerate and accurate.
- Able to work on own initiative and as part of a team.
- Experience in the home improvements and/or bathroom industry is desirable.

## Interested? **APPLY NOW!**

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

## COMPANY WEBISTES

<http://www.originalstyle.com>

<https://www.clayandrock.co.uk>

<http://www.designworkstiles.com>

<https://www.countytilewarehouse.co.uk>

## LOCATION ADDRESSES

**Andover** - Mylen Business Centre, Mylen Road, Andover, Hampshire, SP10 3HD

**Bournemouth** - 520, Wallisdown Road, Bournemouth, Dorset, BH11 8QE

**Salisbury** - Stephenson Road, Churchfields Industrial Estate, Salisbury, Wiltshire, SP2 7NP

**Southampton** -Millbrook Trading Estate, Third Avenue, Southampton, Hampshire, SO15 0LE

## JOB DESCRIPTION

### PURPOSE OF THE ROLE

Part of the Retail Team, reporting to the Retail Manager, the incumbent is responsible for providing knowledgeable help and advice to customers in a professional, personalised and friendly manner in addition to actively selling our extensive portfolio of premium tiles to trade and retail customers across multiple Showrooms.

### MAIN RESPONSIBILITIES

- Key holder – opening and closing the showrooms.
- Greet customers in a confident and proactive way and ascertain what each customer wants or needs, without being overbearing.
- Complete a sale efficiently, being able to accurately handle money, credit card transactions etc. and provide the customer and the company with the necessary paperwork associated with the sale.
- Use initiative to upsell where appropriate.
- Maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.
- Continually learn about the product ranges.
- Maintain records related to sales.
- Watch for and recognise security risks and thefts and know how to prevent or handle these situations.
- Answer questions regarding the showroom and its merchandise.
- Describe the range of products and explain the use, operation and care of them to customers.
- Take delivery of stock from the main warehouse and store appropriately.
- With the help of the rest of the team, ensure good housekeeping is maintained – a clean and tidy showroom is essential.
- Assisting with showroom paperwork.
- Inventory stock.
- Assist with the loading, transporting and delivery of goods to customers in a timely, safe and polite manner.
- Assist with the maintenance of an organised, efficient sample room and warehouse. Ensuring all products and orders are accurately labelled.
- Assist with the unloading and organising of internal and external deliveries.

## **HEALTH AND SAFETY**

- Endorse and promote a positive and conscious health and safety culture within the Company. Ensure always 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 be:

- Customer focused.
- Responsible.
- Reliable and trustworthy.
- A good communicator.
- Well-presented and confident.
- Aware of health and safety legislation.
- Approachable, friendly and polite.
- A problem solver.
- Articulate.
- Numerate and accurate.
- Computer literate.
- Organised.
- Able to take instruction.
- Capable of implementing decisions.
- Knowledgeable of the industry and able to learn.
- Able to lift product.
- Enthusiastic for change and new ideas.
- Knowledgeable in aspects of DIY (willing to learn technical aspects).

Experience in the home improvements sector is desirable.

A full (ideally clean) driving licence would be an advantage.