

London Showroom Manager

Package

Basic - £40k

OTE - £50-60k

Job description

Join Our Team at Clay and Rock (Part of the Original Style Group)

We're a trusted name in premium tiles and decorative surfaces, known for our beautiful products and exceptional service. As a family-run business, we're passionate about creating inspiring spaces for our customers and trade partners.

We're looking for a Showroom Manager to lead our London showroom. In this role, you'll guide and support the team, helping customers find the perfect products for their projects while ensuring an outstanding experience from start to finish.

If you're customer-focused, love design, and enjoy leading a friendly and creative team, we'd love to hear from you!

Key Responsibilities

1. Showroom Management

- Oversee the day-to-day operations of the showroom, ensuring smooth and efficient functioning.
- Maintain impeccable presentation and visual standards to create an inspiring and welcoming space.
- Ensure company standards and procedures are upheld by all team members.

2. Team Leadership

- Effectively manage the overall performance of the showroom team, including training, mentoring and motivating staff.
- Foster a collaborative and fast-paced environment where the team works together seamlessly.
- Organise schedules, delegate tasks, and encourage a proactive approach to customer service.

3. Client Relationships

- Act as a brand ambassador, representing the company and its values.
- Build and maintain strong relationships with clients, including homeowners, designers, and trade professionals.
- Handle client complaints promptly and professionally to ensure customer satisfaction.

4. Sales and Business Development

- Conduct office / site sales visits, provide tailored product recommendations to drive sales growth.
- Become highly knowledgeable about our manufacturing capabilities to confidently sell both standard and bespoke materials tailored to client needs and project specifications.
- Promote the business locally, including networking and engaging with the community.
- Stay aware of market trends and recommend improvements to enhance sales and customer experience.

5. Customer Experience and Design Services

- Collaborate with the team to create personalised design solutions for clients.
 - Ensure a premium level of service is provided, guiding clients through the entire process from selection to post-sale support.
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Experience Required

- Proven experience managing a high-end retail showroom or similar customer-facing environment, ideally in the interior design, luxury home goods, or related sectors.
 - Experience in managing, mentoring, and developing a team, with a track record of fostering collaboration and productivity.
 - Ability to deliver exceptional customer service and resolving issues professionally.
 - Experience in overseeing day-to-day operations, maintaining visual standards, and implementing company policies and procedures.
 - Proven ability to identify, engage, and convert new customers, including investigating potential opportunities, building relationships, and successfully guiding them through to order placement.
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Working with Us

When you join our team, you're becoming part of a friendly, creative community passionate about design and exceptional customer service. Along with the opportunity to work with stunning products and inspiring customers, we offer:

- Competitive Salary
- A Lucrative Commission Scheme
- Company Pension Plan
- Ongoing Training
- Recognition for Long Service
- Employee Discounts