

## CLAY & ROCK

### JOB DESCRIPTION

**JOB TITLE:** RETAIL SALES CONSULTANT  
**DEPARTMENT:** RETAIL  
**BASED:** GLASGOW RETAIL SHOWROOM  
**REPORTS TO:** SHOWROOM MANAGER

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 Glasgow. 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.

#### PURPOSE OF THE ROLE

Part of the Retail Team, the incumbent is responsible for providing knowledgeable help and advice to customers in a professional, personalised and friendly manner.

#### MAIN RESPONSIBILITIES

- Greet customers 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.
- 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.
- Recommend, select, and help locate or obtain merchandise based on customer needs and desires.
- Answer questions regarding the showroom and its merchandise.
- Describe the range of products and explain the use, operation, and care of them to customers.
- Ticket, arrange and display merchandise to promote sales.

- 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 shop is essential.
- If required, help customers to their vehicle with purchased product.
- Inventory stock.

#### **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 employees may be required to carry out other duties as may be reasonably required.

#### **PERSON SPECIFICATION**

To succeed in this role the person needs to:

- demonstrate excellent customer services skills;
- have excellent interpersonal skills with the ability to liaise with customers to discuss a particular project or idea and develop a genuine understanding of the client's needs;
- be able to suggest design concepts and proposals and present these to customers;
- have the ability to adapt design skills to promote products;
- be creative, imaginative and energetic;
- have a flair for design and colour;
- be willing to learn about the product and be able to retain the information;
- be able to convey information effectively and accurately;
- have a good educational background, with the ability to understand basic mathematics (e.g. addition, subtraction, multiplication, division, calculation of areas);
- be willing to lift boxes of tiles;
- work some weekends as part of the staff rota, working five days over a seven day period;
- be IT literate;
- be a team player;
- be reliable and able to work unsupervised.

Experience in the home improvements sector is desirable.

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

#### **REMUNERATION AND BENEFITS**

We offer a competitive salary and benefits including a contributory pension scheme, death in service benefit, 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 Glasgow can be found at Building A, Hillington Point, 72-74 Kelvin Avenue, Hillington Park, Glasgow, G52 4LT.

#### **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 190 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/stores 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).**