

SHOWROOM MANAGER NEW YORK, USA

DESCRIPTION:

Full responsibility of day-to-day Showroom operations ensuring that the Showroom is visually merchandised to a standard of excellence as well as providing the highest levels of Customer Service to all our showroom clients at all times.

Manage, motivate and develop the team to ensure sales targets are exceeded

Position Type: Full Time (40 hours per week)

Work Hours: Monday to Saturday

Report to: Showroom Director

BRAND IMAGE & OPERATIONS:

- Maintain the Artemide image to the highest standards
- Ensure the Showroom and all displays are neat and tidy at all times
- Responsible for stock management and ordering
- Ensure window and showroom displays are installed in a timely manner to company standards, liaising with the Marketing department as needed
- Organize showroom maintenance and refits when necessary

CUSTOMER SERVICE:

- Extend the highest levels of customer service to all our showroom clients through phone and email communication
- Responsible for entering quotations and orders for showroom clients
- Following up with clients regarding projects, orders and other general inquiries
- Promptly taking care of customer complaints
- Responsible for the whole claims procedures for showroom orders

SALES TARGETS:

- Responsible for showroom sales and outside residential project sales
- Monthly reporting covering objectives, achieved results and sales forecasts
- Maximize sales opportunities with retail clients, designers and the local market
- Develop and extend the customer account base through local marketing initiatives
- Work with the Showroom Director as required; actively developing business strategies by creating viable partnerships, sponsorships and showroom/brand exposure opportunities in the local community and through networking events

FINANCIAL:

- Ensure daily banking is reconciled and processed accurately
- Financial reporting to Head Office on a daily/weekly/monthly/annual basis

GENERAL:

- Review systems continuously to improve efficiency and service levels
- Key holder responsibilities; i.e. opening and closing the showroom, availability to be onsite in the event of an emergency
- Liaising with trade people when required
- Collaborate with other Artemide showrooms as needed
- Maintain good relations with showroom neighbors and actively explore local marketing opportunities
- Miscellaneous administrative tasks when required

SKILLS/KNOWLEDGE/EXPERIENCE:

- High end customer service and luxury retail experience
- Computer savvy; knowledge of MS Office
- Exceptional communication and negotiation skills
- Proven sales and customer satisfaction record
- Strong interpersonal skills
- Fluent in English with a 2nd language as a plus
- Familiarity with design and the local market is a benefit

BEHAVIORS/ATTRIBUTES

- Determined and results driven
- Highly organized and able to work in a fast-paced retail environment
- Diligent and conscientious
- Analytical thinker with strong numerical abilities
- Team player and ability to multi-task
- Eye for color and design
- Creative Innovator – committed to constant improvement

Please note: This is an outline of the Job Description and employees are expected to undertake other duties as directed.