

WE ARE HIRING

Job Title: Sales Designer (Job Code 019)
Reporting To: Showroom Manager

Who we are:

The concept behind Pier1 Bathrooms is to make luxury bathroom design easily accessible and to provide a first-class service which takes the planning away from the customer – simplifying what can so often be a stressful process.

We believe that with clever design, all bathroom spaces, from the simplest family bathroom to the grandest of suites, can exude luxury and style with no cost to functionality and for a range of budgets. We want our customers to be able to get excited about their bathroom design instead of getting bogged down with the technical stuff.

While we are fully set up for supply only, our speciality is our 4-step design service – which takes the customer right through from the point of gathering inspiration and understanding their taste, personality and practical requirements, through to measuring up and then creating the design on our CAD software which is presented to and tweaked with the customer alongside samples of the carefully curated products.

With our trusted superb, recommended installers ready on hand to fit the bathroom if needed, we offer an end to end service making the quest for a bespoke luxury bathroom every day simple.



Roles and Responsibilities

Commercial

- Sales – close sales to achieve targets, take payment, maximise gross profit
- Product knowledge – features, benefits and prices of all the products we work with, including what's on display and what's in our brochures. Understanding which products would best suit which brief and which budget
- Lead generation - engage with customers in the showroom, liaise with installers, contract companies, generate opportunities beyond current business
- Project management - manage installers and customers during install to a successful conclusion, highlighting and managing risks with the team

People & Team Skills

- Customer support – provide valued knowledge, support and expertise, pre-empt any customer concerns
- Customer management – update daily trackers, discuss sales leads and any issues or support needed at weekly meeting to ensure successful delivery of sales targets
- Site visits – make a plan of the bathroom(s) including all measurements, take a customer brief, ensure that technical specs are correct, identify issues before installation, (own car needed)
- Communication – good communication style with fitters, suppliers & customers, keeps on top of customers to ensure they are not waiting for contact but are constantly updated, flags project issues early with store manager so that they can be solved as quickly as possible with minimum cost

Technical/Project Skills

- Technical knowledge – be responsible for correct technical information being taken (room dimensions, location of utilities etc), checked, prepared and handed to relevant parties on time
- Designs – use software and design acumen to follow the Pier1 design process, adhere to the customer brief while offering additional creative solutions. Understand current trends and design solutions
- Placing orders and stock management– liaise with the admin staff to ensure relevant products are ordered on time to be delivered to the appropriate location
- Showroom upkeep – take ownership of the presentation of the Pier1 Brand, and instore appearance and atmosphere

IT Systems

- EQ for generating quotes/invoices and ordering products
- MS office 365 suite (excel, word, outlook)
- CAD software for design process – Virtual Worlds

We are looking for someone who:

- Takes ownership, is willing to drive and grow a small business and share in its success
- Fits in with the team
- Is well presented and tidy
- Takes ownership of opportunities and proactively manages project risks
- Has excellent communication – in store, email, phone manner
- Is proactive rather than responsive
- Understands the value of and is able to follow and

improve business processes - shares risks and problems early to avoid unnecessary problems

- Is disciplined with customer and fitter management: from capturing relevant details through to coordinating products, installation and final sign off for projects
- Is able to take and give constructive feedback to improve our business and our future

Essential Requirements

- Full UK driving license – driving to site visits is central to the role
- Ability to undertake some physical work - lifting and moving bathroom products when receiving and making deliveries and organising the showroom. The whole team helps with this

Working Conditions

- Part-time or full-time arrangement will be considered
- The showroom is open 6 days a week - Saturday work necessary, days could vary
- 28 days a year holiday including bank holidays (pro-rata for part-time positions)

Remuneration (variable depending on candidate, and can increase quickly if performance justifies - ask the team)

- A team and business who care about you and your life
- Base salary – to be negotiated depending on experience
- Individual and team-based performance bonuses
- Pension

If you would like to apply for this role, please send us your CV and a cover letter describing why you would be great for this position.