

Job Description

Job Information	
Job Title	Showroom Consultant
Business	Buildbase
Working Hours	Monday – Friday between 7.30am – 5pm and alternate Saturdays 8am – 12pm.
Reports to	Showroom Manager

Job Summary

To understand Showroom customers' needs, exceed their expectations by recommending products that match their needs and handle their enquiry and order from their first visit to the showroom through to completion of their order.

- Typical Tasks & Activities**
- Ascertain customer's needs and recommend appropriate products
 - Demonstrate the features and benefits of Grafton products
 - Carry out Home Visits to survey the customer's room and understand the customer's needs
 - Produce 3D designs for customer using CAD
 - Secure maximum sales orders from enquiries
 - Process customer's orders and payments
 - Process orders to suppliers using the Grafton operating system
 - Achieve individual monthly sales targets and other KPIs as required
 - Operate within controllable margin targets
 - Ensure the showroom is clean and smart at all times
 - Act as an advocate for the Grafton showroom brand
 - Drive customer recommendations through the service offered

Skills & Experience	
<p>Essential:</p> <ul style="list-style-type: none"> • Experience of working in a customer facing environment • Strong communication skills and the ability to adapt these to suit varying customers • Good listening ability 	<p>Desirable:</p> <ul style="list-style-type: none"> • Experience of working within a Builder's Merchants

<ul style="list-style-type: none"> • Good numeracy skills • Working knowledge of Microsoft office with the ability to learn additional software packages • Experience of working as part of a team • Driven to develop own skills and behaviours in order to consistently perform and improve • Must be flexible to work weekends and bank holidays if required • Possess a full Driving licence and have own transport • Must be prepared to fully support the Branch at the twice yearly stock-take. 	
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Our Winning Ways
<p>Know Your Stuff</p> <ul style="list-style-type: none"> • Be the best at what you do and understand your customer <p>Don't Walk Past a Problem</p> <ul style="list-style-type: none"> • Make it a safe place to be • Ask for help if you need it • Take action to get things sorted <p>Find a Better Way</p> <ul style="list-style-type: none"> • Think differently and share new ideas • Make smart choices <p>Build Trust</p> <ul style="list-style-type: none"> • Listen with an open mind • Respect everyone • Keep your word <p>Team up and Beat the Competition</p> <ul style="list-style-type: none"> • Help others to be successful • Celebrate achievements • Work as one Grafton Team <p>Be our Customers' Favourite</p> <ul style="list-style-type: none"> • Go the extra mile • Be attentive • Make them feel valued