

Job Title: Showroom Sales Admin

Department: Sales

Reports to: Sales Manager

Job Purpose: The Showroom Sales Admin is responsible for providing administrative support to the showroom sales team and ensuring the efficient and effective operation of the showroom. This includes ensuring the showroom is always opened on time, maintaining a welcoming environment for customers, and assisting with various administrative tasks to support the sales activities.

Key Responsibilities:

1. Ensure the showroom is always opened on time without failure, following the designated opening and closing procedures.
2. Greet and welcome customers entering the showroom, providing exceptional customer service and addressing their inquiries or directing them to the appropriate sales representative.
3. Maintain a clean and organized showroom environment, ensuring products are properly displayed and shelves are well-stocked.
4. Assist customers in identifying their needs and provide product information, specifications, and pricing details as required.
5. Process customer orders and sales transactions accurately and efficiently, utilizing the designated sales and inventory management systems.
6. Coordinate with the sales team to schedule and confirm appointments, ensuring the availability of sales representatives to attend to customers' needs.
7. Prepare and maintain sales-related documents and records, including customer profiles, sales contracts, and invoices.
8. Collaborate with the marketing team to ensure the showroom is updated with the latest promotional materials, product catalogues, and marketing collateral.
9. Monitor showroom inventory levels and communicate restocking needs to the inventory management team.
10. Assist in managing showroom displays and arranging products to optimize visual appeal and customer engagement.
11. Support the sales team with administrative tasks, including data entry, report generation, and sales performance tracking.
12. Handle customer complaints and concerns in a professional and timely manner, escalating issues to the appropriate personnel when necessary.
13. Stay up to date with product knowledge, industry trends, and competitor offerings to provide accurate information to customers.

Requirements:

- Diploma or Degree in business administration or a related field
- Proven experience in a customer-facing role, preferably in a showroom or retail environment.
- Excellent interpersonal and communication skills, with the ability to engage and build rapport with customers.
- Strong organizational skills and attention to detail.
- Proficiency in using computer systems and software, including point-of-sale (POS) systems and Microsoft Office suite.
- Ability to work independently as well as collaborate effectively with the sales team.
- Flexibility to work on weekends or extended hours as required.
- Customer-focused mindset with a commitment to providing exceptional service.
- Knowledge of products and materials in the industry is advantageous.