

Retail Sales Consultant, Exeter

1 Apple Lane, Sowton Industrial Estate, Exeter, Devon, EX2 5GL

Remuneration: £26,440 (£12.71 per hour, 40 hours per week)

About the Role:

We have an exciting opportunity for a well-presented, friendly and trustworthy salesperson to work in one of our inspiring, design-led tile showrooms based in Exeter. 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.

About Original Style:

We pride ourselves on being a market leader in the tile industry, known for sourcing exclusive, on-trend designs that elevate spaces with style and quality. Our passion for excellence extends beyond our exceptional product range; we are equally committed to delivering top-tier customer service that sets us apart. As a trusted partner for designers, traders and homeowners alike, we bring unique design visions to life through our unparalleled tile collections.

Original Style is a renowned U.K manufacturer with 40 years' of experience producing premium, handcrafted tiles that are celebrated for their exceptional quality and timeless appeal.

Key Responsibilities:

As a Retail Sales Consultant your responsibilities will include:

- Greeting customers and helping them to effectively find what they are looking for.
- Inspiring customers' tiling projects.
- Successfully completing sales accurately and efficiently.
- Continually learning about our product ranges which we regularly update to meet changing tile trends.

What We're Looking For:

- Excellent customer services skills.
- A results-oriented mindset with a proven track record in achieving sales targets.
- Experience in working in luxury retail with a deep appreciation for high-end products, as well as a keen awareness of the level of service and knowledge expected by customers in this market.
- Exceptional communication and interpersonal skills to effectively collaborate with clients and internal stakeholders, with the ability to build and nurture relationships with discerning clientele.
- Have a good educational background, with the ability to understand basic mathematics (e.g. addition, subtraction, multiplication, division, calculation of areas)
- Experience in the home improvements sector is preferable.
- A flair for design and colour and to be able to suggest design concepts and proposals and present these to customers would be a benefit.
- A full (ideally clean) driving licence would be an advantage.

Working with Us:

When you join our team you're becoming part of a friendly, creative community passionate about design and exceptional customer service. Along with the opportunity to work with stunning products and inspiring customers, we offer:

- Company Pension Plan
- 20 days basic holidays increasing to 26 days with service
- Ongoing Training
- Recognition for Long Service
- Staff Discount
- Death in Service Benefit
- Medicash Healthcare Cashplan (including shopping, travel and gym discounts)
- Career progression within our growing dynamic Company

How to Apply:

Applicants should send their CV and a cover letter (including current salary and salary expectations) to Jade Calvert, Human Resources Advisor, by email to jcalvert@originalstyle.com.

JOB DESCRIPTION

JOB TITLE: RETAIL SALES CONSULTANT

DEPARTMENT: RETAIL

LOCATION: EXETER RETAIL SHOWROOM

REPORTS TO: SHOWROOM MANAGER

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 and accurately, being able to correctly 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 which we regularly update to meet changing tile trends.
- 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.
- Inspire customers' tiling projects.
- 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 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 sales and 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.

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 Jade Calvert, Human Resources Advisor, by email to jcalvert@originalstyle.com.