

Job Description for Bathroom Solutions Sales Consultant

Job Title: Bathroom Solutions Sales Consultant

Responsible to: Bathroom Solutions Showroom Supervisor

Responsible for: No staff

Based: Bicester Showroom

Hours of work: Monday – Saturday 8.30am – 5.00pm
Set day off during the week

Job Purpose: To carry out the designing and quoting of bathroom products and installation projects

Key responsibilities and accountabilities:

- Working towards agreed KPI's.
- Ensure that the customer experience when visiting the showroom is second to none.
- Deal with prospective and existing clients in person in the showroom and via the telephone.
- Respond to all emails in a timely manner.
- Assist with answering incoming calls.
- Produce quotes using bisTrack taking into account customers design constraints.
- Produce CAD designs utilising Virtual Worlds software.
- Take deposits and issue receipts.
- Liaise with the admin staff in order to process the orders in a timely manner.
- Liaise with warehouse staff regarding deliveries.
- Assist clients by going on site survey visits to measure up their room/s and gather relevant information.
- Produce initial installation quotes.
- Liaise with the installation team to ensure products quoted are suitable for a client's room.
- Assist in the upkeep of the showroom, selling ex-display and discounted products, making the Showroom Manager aware of any snagging requirements.
- Be aware of new products coming into the market place from the suppliers.
- Continuous development of product knowledge.
- Be aware of special offers/terms occasionally offered by suppliers in order to be as competitive as possible when producing quotes.
- Attend supplier/manufacturer product training and launch days as required.
- Taking ownership of a sale from beginning to end.

Further responsibilities

- Adhere to all company policies and procedures, to include the Company Dress Code Policy, Standards of Performance Policy and Health and Safety Policy.

Person Specification

John Nicholls is a family run business that has been established for over 50 years. Whilst the company has expanded over the years with a current turnover of £50 million, the company's family values remain embedded within the organisation, always ensuring constant delivery in terms of both the quality of its products and its customer service.

Company person specification

- Committed to delivering the best possible customer service
- Committed to maintaining the profile of the individual showrooms throughout the organisation

Other

- Experienced in the planning and design of bathrooms
- Experience of using Project Management Software
- Proficient in the use of Microsoft Office
- Strong interpersonal skills
- Ability to communicate at all levels
- Ability to sell
- Excellent telephone manner
- A driven personality with a desire to succeed
- Must have a full UK driving licence