

Job Description

Position:	Weekend – Saturday 0900-1700 and Sunday 1000-1600
Department:	Showroom
Reporting to:	Showroom Manager
Responsible for:	
Job Function	
To work as part of our busy and vibrant showroom team acting as the first point of contact for visitors at the weekend, ensuring that they are provided with an excellent level of service. The position is part time working every Saturday and Sunday	
Main Duties	
<ul style="list-style-type: none"> • Welcome all visitors to Karndean in a friendly and professional manner • Ensure all visitors to the showroom are signed in and out in order to comply with our Health and Safety policies • Ensure consumers are introduced to their design consultant on arrival • Effectively manage walk in gallery visitors • Answer incoming telephone calls and e-mail enquiries from the general public • Confirm appointment bookings over the telephone • Support in all areas of running of the showroom, ensuring that the showroom is presented to the highest standard • Assist the Product Sales Advisors/Design Consultants by providing cover during busy periods • Provide support to the Training Academy Co-Ordinator by responding to queries and processing bookings • Develop and maintain a good knowledge of all Karndean products, accessories and prices • Build strong relationships with other departments within the business in order to ensure we are providing our visitors with the best possible service • Any other reasonable duties which may be required by management from time to time 	
Person Specification	
<ul style="list-style-type: none"> • Passionate about delivering excellent customer service • Calm, efficient, assertive and highly organised • Confident manner with strong communication skills and the ability to adapt these to suit varying customers and visitor numbers • Self-motivated with a positive can-do attitude • Good knowledge of the Karndean product portfolio • Able to work on own initiative as well as being a key team player • Able to work well under pressure in a very fast paced environment • Working knowledge of Microsoft Dynamics CRM would be beneficial 	