

JOB TITLE: ASSISTANT SHOWROOM MANAGER**DEPARTMENT: SALES****General Summary:**

Assistant Showroom Manager aids in all aspects of showroom operations and standards. Nurtures existing customer relationships, cultivates new opportunities for sales, and generates overall territory growth by providing extraordinary customer service. Reports directly to the Showroom Manager and Director of Sales.

Principal Duties & Responsibilities:**SALES**

- Builds and maintains customer relationships by instilling trust and loyalty through good communication and consistent service.
- Uses fabric specific vocabulary and knowledge of product details to effectively communicate with staff and customers.
- Preserves customer-focused atmosphere by creating an inspiring and energetic showroom environment. This includes personal greetings, escorting customers to product-specific locations, general showroom tours, and inquiring about current and upcoming projects.
- Assists customers with fabric selections, design schemes, substitutions, and options appropriate to their project.
- Demonstrates a can-do attitude, forward thinking, and creative strategies to grow sales for the territory.
- Works closely with Showroom Manager and outside Account Executive to develop sales objectives and a plan for implementation.
- Partners with Showroom Manager and outside Account Executive on targeted, account-specific needs to nurture existing relationships.

SHOWROOM AESTHETICS

- Maintains product wings to the highest standard at all times, including updating pricing and removing/reworking memo samples as new product, drop lists, and consolidations require, per corporate instruction.
- Performs regular memo sample inventory and participation in reallocation of sample equipment throughout corporate showroom network.
- Hangs and maintains fabric displays per instruction from Marketing Manager.
- Ensures showroom is clean, organized, and presentable to facilitate an environment conducive to high-end designer shopping.

SHOWROOM OPERATIONS

- Maintains proficiency in order entry procedures and policies, including training and monitoring showroom staff on order entry skills to ensure accuracy.
- Proficient in loaner sample Check In/Check Out procedures via barcode tracking system, including utilizing nationwide sample sharing program.
- Ensures memo samples are maintained for best product presentation to promote sales.
- Works with Credit, Customer Service, Order Desk, and Purchasing departments to remain current on company policies and procedures.
- Ensures trade account applications are accurately completed prior to submission and educates customers on electronic tax exempt submission process.
- Maintains showroom supplies via Amazon Order policy. Maintains petty cash accounting for preapproved expenses.
- Tallies daily traffic counts and plans customer outreach accordingly.
- Supports outside Account Executive by filling territory sample/shopping requests.
- Aids in Hot Product Reporting at two submissions per month.
- Responsible for 8:30am opening and 5pm closing of showroom.

HR/TRAINING

- Ability to enforce HR policies, including attendance and employee conduct issues.
- Monitors employee electronic timecards for accuracy and reviews all entries bi-weekly for accurate payroll submission.
- Partners with Showroom Manager to recruit and hire showroom team members as needed.
- Develops training program with manager for new employees as well as correction and/or counseling for under-performing employees.
- Performs annual reviews of showroom team members to include valid feedback and constructive criticism, as well as praise and future goals.
- Maintains a positive working environment via leading by example and ensures proper showroom staffing with minimal turnover.
- Interfaces with corporate on employee issues, including any HR documentation.

Job Requirements:

- Proficient at identifying and fulfilling customer needs.
- Proficient at prioritizing multiple, shifting tasks.
- Must have leadership skills and be dependable, organized, and goal-oriented.
- Experience in design field and/or showroom sales background.
- Strong computer skills, including excellent verbal and written communication.
- Lifting required.

Applicants may apply through the [Indeed](#) listing or email me directly at jwatters@pindlercorp.com OR [Indeed](#)