



16-22 Commercial Road, Paddock Wood, Tonbridge, Kent. TN12 6EJ 01892 833464
Furniture Sales Person - 22.5 hours per week (3 Days)

Hours: 3 Days per week (Monday, Friday and alternate Thursday/Saturdays)

Also flexibility to increase hours to cover holidays and seasonally busy periods as required. As well as flexibility to do service visits outside of shop hours as necessary.

Benefits: Pay rate dependent upon skill & experience.

5.6 weeks holiday per year, this includes English public holidays.

Staff room inc. free beverages.

Auto Enrolment Pension subject to qualifying conditions.

Tasks:

To give customers a high standard of service, in-store and in the customers homes.

Gain in depth knowledge to help give personal service across all furnishing departments.

To place customer orders using Microsoft Office programs (Excel & Outlook) as well as sending these to the supplier.

Organising and co-ordinating deliveries between customers and our delivery agent.

Liaising with the rest of the team as required.

Raising invoices to send to customers. Processing and ensuring prompt payments.

Help to plan showroom layouts and displays and assist in the movement of stock and displays in store, some lifting will be required.

To be able to handle customer service issues sympathetically.

You will be required to:

- Pro-actively engage with customer to assist their shopping experience and maximise sales.
- Prepare goods for sale, unpacking, checking, pricing and general stock control.
- Be proficient in completing relevant paperwork/documents.
- Assist with good housekeeping of department, keeping clean, tidy and inviting.
- Work as part of the department team.
- To assist generally in the well-running of the store.
- Have an awareness for personal and company security.
- Be flexible in any department if required.

The successful Applicant should possess the following qualities:-

- Good communication skills (both in person as well as by telephone and email) and confidence in talking & communicating with others.
- An understanding of the furniture trade and products.
- A good level of arithmetic and the understanding of measuring and plans.
- Smart appearance and ability to put customers at ease, both in store and in their homes.
- Essential to have full driving qualifications.
- A good knowledge of computer use in various formats (Excel, Outlook).

Adaptable and Reliable: Work as part of a team to tackle different situations cheerfully with flexibility.

Helpful Attitude: This position provides a service to customers that the whole store may be judged by. A friendly helpful attitude is essential.

Trustworthy: Accuracy and attention to details of work, Till/Cash handling and stock handling with the utmost integrity.

Hygiene/Health & Safety: Be tidy and smart plus mindful of responsibilities to others and yourself in respect of current legislation.