



Showroom Manager Role Profile

Business Function	Showroom Sales Management
Job Title	Showroom Manager
Reporting to	Branch Manager
Job level	4
Number of direct reports	Dependent on location
Number of indirect reports	0
Budget responsibility	Showroom Sales and Screen Margin
Key Interfaces	Customers, DSM, Branch Manager and Consultants

Job Purpose
<p>To effectively manage the showroom team performance to ensure sales and margin targets are achieved.</p> <p>To lead by example by understanding customers' needs, exceeding their expectations by recommending products that match their needs. To handle customers' enquiries and orders from their first visit through to completion of their order with professionalism.</p>

Key Accountabilities
<p>TEAM</p> <ul style="list-style-type: none"> • Achieve team and individual monthly sales targets and other KPIs as required • Achieve monthly margin targets and drive commissionable earnings • Organise the team to meet customer needs • Actively identify training needs of the whole team <p>CUSTOMER</p> <ul style="list-style-type: none"> • Ascertain customer's needs and recommend appropriate products • Demonstrate the features and benefits of Grafton products • Carry out Home Visits to survey the customer's room and understand the customer's needs • Produce 3D designs for customer using CAD • Secure maximum sales from enquiries • Process customer's orders and payments • Process orders to suppliers using the Grafton operating system • Ensure the showroom is clean and smart at all times • Act as an advocate for the Grafton showroom brand • Drive customer recommendations through the service offered



Qualifications/Knowledge/Skills/Experience

- Experience of managing a showroom with direct reports
- Experience of working in a customer facing environment
- Experience of working as part of a team
- Strong communication skills and the ability to adapt these for customers and colleagues
- Good listening ability
- Good numeracy skills
- Working knowledge of Microsoft office with the ability to learn additional software packages
- Driven to develop own skills and behaviours in order to consistently perform and improve
- Must be flexible to work weekends and bank holidays if required
- Possess a full Driving licence and have own transport

Key Behaviours - these are standard Grafton behaviours.

Thinking Things Through

- **Problem Solving:** Getting to the root cause of problems and coming up with practical, commercial solutions.
- **Business & Customer Focus:** Works consistently in the best interests of customers and the business.

Delivering Results

- **Taking responsibility for results:** Making things happen, going the extra mile to drive performance and standards.
- **Keeping on top of things:** Planning ahead and monitoring results to identify what needs to change.

Engaging Others

- **Skilful Communication:** Communicating information clearly, openly and persuasively
- **Relationship Building:** Building positive relationships with colleagues and customers through respect, listening and teamwork.

Adapting to Change

- **Flexibility:** Updating skills and knowledge and responding positively to change.
- **Resilience:** Demonstrating calmness, confidence and perseverance in demanding situations.



Time

Operates on a weekly and monthly basis taking into account their targets

Suitable for someone who...

Has excellent customer and business focus – can concentrate on the delivery of excellence on a day to day basis whilst still keeping an eye on the future. Loves problem solving and analysing information /situations. Always looking for opportunities in continuous improvement. Provides operational advice to colleagues and team members. Manages the team to meet operational/service improvements, resolving issues and delivering objectives. Contributes to the formulation of local showroom plan in conjunction with the DSM.