

Job Description

Job Information	
Job Title	Showroom Manager
Business	Buildbase
Working Hours	Monday – Friday between 7.30am – 5pm and alternate Saturdays 8am – 12pm.
Reports to	Branch Manager

Job Summary	
<ul style="list-style-type: none"> • To effectively manage the showroom team performance to ensure sales and margin targets are achieved. • 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. 	

Typical Tasks & Activities	
<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 • 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 	

Skills & Experience	
Essential:	Desirable:

<ul style="list-style-type: none"> • 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 • Must be prepared to fully support the Branch at the twice yearly stock-take. 	<ul style="list-style-type: none"> • Experience of working within a Builder's Merchants
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Our Winning Ways
<p>Know Your Stuff</p> <ul style="list-style-type: none"> • Be the best at what you do and understand your customer <p>Don't Walk Past a Problem</p> <ul style="list-style-type: none"> • Make it a safe place to be • Ask for help if you need it • Take action to get things sorted <p>Find a Better Way</p> <ul style="list-style-type: none"> • Think differently and share new ideas • Make smart choices <p>Build Trust</p> <ul style="list-style-type: none"> • Listen with an open mind • Respect everyone • Keep your word <p>Team up and Beat the Competition</p> <ul style="list-style-type: none"> • Help others to be successful • Celebrate achievements • Work as one Grafton Team <p>Be our Customers' Favourite</p>

- Go the extra mile
- Be attentive
- Make them feel valued