



GREAT DANE

Retail Showroom Manager

POSITION TITLE: Retail Showroom Manager

REPORTS TO: General Manager

POSITION:

- Based in our Fitzroy showroom – the pursuit and development of the growth of the Fitzroy showroom via sales leads, client relationships, visual merchandising and excellence in all activities.

KEY RESPONSIBILITIES and OUTCOMES:

- Generate sales across all areas of the retail business through service excellence.
- Identify, respond to and optimise client enquiries on our range.
- Oversee the quotation/sales order and delivery process, from beginning to end.
- Build and maintain a large volume of client relationships proactively and efficiently.
- Maintain and improve showroom presentation and visual merchandising.
- Key reports to Director, Creative Director and Operations Manager as required.
- Promote the Great Dane brand and educate clients on our manufacturers and brands by maximising all promotional tools and activities.
- Lead and build the team in the Fitzroy showroom, responsible for all aspects of staff management and development.
- Provide strategy and analysis through all facets of the retail sector (client experience, products, marketing, visual merchandising and financials).
- Build an open and positive relationship with the Contract Sales Team to deliver a seamless and high level of customer service.
- Liaise internally with Warehouse team to ensure smooth operations and communication.

WHAT WE NEED FROM YOU:

- A proven track record in a sales-based position (preferably within the design and/or luxury sector).
- A proven ability to manage and inspire a team.
- A proactive and results driven attitude.
- Operations focused, with a logistical mind frame.
- To be passionate, driven & able to work at a fast pace.
- To seamlessly promote 'the classics', designed by the masters who defined Scandinavian design, as well as represent new designers creating ground breaking icons of today.
- The ability to grow and maintain our Great Dane showroom in Fitzroy.

DESIRED SKILLS & EXPERIENCE:

- Minimum two years' experience in a sales manager position (preferably within the design and/or luxury sector).
- Ability to lead and inspire your team.
- Love of interior design/architecture and furniture.
- A genuine interest in the value of original design.
- Proactive and results driven attitude.
- Strong planning and organisational skills.
- Confident in all areas of communication - verbal & written.
- Exceptional presentation and professional manner at all times.
- Ability to multitask and prioritise all aspects of administration.
- A problem solver who shows initiative every day.
- Ability to create an impact and be a big part of something special.
- Thrives in an entrepreneurial run business.
- Not afraid to take on many varying roles and tasks in your day-to-day duties.
- A contributor who provides feedback and solutions.

REPORTS:

- Monthly formal and weekly informal sales meetings with your team.
- Monthly reporting to the GM including monthly sales forecast.
- Quarterly meeting participation with senior managers and retail team.
- Ongoing marketing analysis.
- Strategy and analysis for all facets of the retail business.