



# GREAT DANE

## Retail Showroom Manager Nov 18

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**POSITION TITLE:** Retail Showroom Manager

**REPORTS TO:** General Manager

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### **POSITION:**

- Based at the Great Dane showroom, this role is primarily focused on achieving the budgeted revenue and contribution for all local Retail operations and the smooth running of the showroom team. Sales growth and the development and growth of the skills and capabilities of the team is paramount. Great Dane's market position is one where we seek to be the best in everything we do. The customer instore experience is a critical point of difference and the success behind our sales results.

### **KEY RESPONSIBILITIES and OUTCOMES:**

- Driving sales results, exceeding monthly and annual budgets and maximising contribution across all areas of the Retail business through service excellence.
- Ensure that the instore customer experience is consistent across all your team. Ensure the experience is of high quality, memorable, and has integrity. Ensure that this experience engenders a strong desire to purchase Great Dane products.
- This is a hands-on role and you are expected to achieve reasonable quoting and sales levels results in line with your team.
- Oversee the Retail quotation/sales order/ client payment process's from beginning to end.
- Work with your team to build and maintain client relationships ensuring they are proactively and efficiently managed.
- Maintain and improve showroom presentation and visual merchandising to ensure maximum customer engagement. Our showrooms are one of our biggest assets and they need to be kept impeccable at all times so as to maximise customer engagement.
- Ensure that a consistent and qualitative approach is taken to quote follow up activities by all team members.
- Promote the Great Dane brand first and foremost and educate clients on our manufacturer's brands and manufacturing approach by maximising the leverage from all promotional tools & activities.
- Lead and build the team in the showroom, you are responsible for all aspects of team management and development.
- Deliver on going product, process and sales skills training to the team.
- Ensure local business processes are efficient and effective. Ensure that your team follow company

process and protocol as required.

- Manage the Team roster to maximize sales results and operational efficiency.
- Provide strategy and analysis through all facets of the retail sector (Client experience, products, marketing, visual merchandising and financials).
- Management of all local customer issue resolutions.
- Build an open and positive relationship with the Contract Team to ensure we cover the market and deliver a seamless and high level of customer service.
- Ensure you and your team live the Great Dane brand values.
- Make sure you and your team understand the Great Dane Strategic plan and Annual plan and their part in its achievement.

### **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.
- To be passionate, driven & able to work at a fast pace.
- People focused.
- An ability to tell it like it is.
- An ability to lead from the front by doing yourself what you require from your team.
- To connect with our clients and bring the beauty and quality of Scandinavian designed furniture and lighting to the forefront.
- To seamlessly promote 'the classics' designed by the masters who defined Scandinavian design as well represent new designers creating groundbreaking icons of today.

### **DESIRED SKILLS & EXPERIENCE:**

- Minimum 2 years experience in a sales manager position (preferably within the design and luxury sector).
- Ability to lead and inspire your team.
- High "EQ" and Interpersonal skills.
- Love of interior design/architecture & furniture.
- A genuine interest in the value of original design.
- Proactive and results driven attitude.
- Confident in all areas of communication - verbal & written.
- Exceptional presentation & professional manner at all times.
- Ability to multi task & prioritise all aspects of administration.
- A problem solver who shows initiative every day.
- Ability to create an impact & be a big part of something special.
- Thrives in an entrepreneurial run business.
- Not afraid to take on many varying roles & tasks in your day-to-day duties.
- A contributor who provides feedback and solutions.

**REPORTS:**

- Monthly formal sales meetings with your team. (weekly informal)
- Monthly reporting to the GM including monthly sales forecast. (1-page A4)
- Quarterly meeting participation with senior managers and Retail Team.
- Marketing analysis, ongoing.
- Strategy and analysis for all facets of the retail business, as required.