



Retail Consultant



Reports to: Managing Director

Full Time/Part Time: Part time

The Business

Ceramica Tile + Design provides clients with an exclusive boutique tile selection experience. It is our purpose to create stunning, individual, design selections and our custom builders are provided with a unique design service. We provide a range of services such as interior design selections, tile selection services, design support and stone veneer supply and we strive to be known for excellence in customer service, tile selection, quality and unique products.

Purpose

The Retail Consultant is a critical team member who will contribute to delivering an exceptional client experience. They will be a key contributor to team outcomes, whilst building a solid product knowledge that will enable the position to grow in line with the business. The role would suit a graduate or current student with an interest in Interior Design to commence the process of building product knowledge within the tiling industry.

Key Role Outcomes

- Provide an exceptional first point of contact for phone enquires that enable clients needs to be established and managed appropriately.
- Client growth is achieved through delivering excellence in tile and design services.

- High efficiency and effectiveness of client services through integrating and working collaboratively with the team.
- The showroom and product samples are presented professionally to influence a positive client experience.
- Providing internal support to enable the Ceramica Tile + Design team to achieve their objectives and ultimately improve and ensure strong business performance.

Competencies

- Customer/Stakeholder Orientation
- Builds Collaborative Relationships
- Epitomises Professionalism
- Achieves Results
- Delivers Business Excellence
- Fosters Teamwork

Work, Health and Safety

The role has the responsibility for contributing to workplace health and safety activities. This is inclusive of;

- being responsible for their own and other's safety.
- participating in any training or consultation requirements about WHS issues.
- identifying and reporting any hazards to control WHS risks.
- adhering to procedures for dealing with incidents and emergency events.

Corporate Responsibilities/Requirements

- Demonstrate professional workplace behaviours and commits to represent the organisation.
- Participate in both professional development opportunities and performance development processes.
- Abide by organisational policies and procedures.
- Some out of hours work will be required.

Person Capabilities

Skills, Experience and Knowledge

- Excellent communication and relationship management skills.
- Customer service and/or sales experience.
- Experience using Sketch up and/or CAD.
- Knowledge of design principles.
- Skill and resilience to maintain high levels of motivation.
- Excellent time management skills and ability to prioritise.
- Excellent computer and administration skills.

Qualification

- Interior Design Graduate, or current student would be highly regarded.