



Sales Assistant

Position: Sales assistant and/or trainee sales assistant

Reporting to: The senior design and sales consultants

Basic Hours: 40 hours a week between the hours of 8:30 and 5:30 Monday – Saturday, with a day off on a week day.

Location: Channel Island Ceramics Showroom, Forest Road, Forest

Duties will involve the following, training will be given:

1. Day to day customer service:

Ensuring that all our customers are greeted as they enter the showroom. Offer assistance and help them with their queries, offer them tea and coffee and if required introduce them to their specialist sales person/designer. Take ownership over client queries even when further research is needed. Training will be given to enable you to offer help and advice to our customers, which in time and with training will become more and more in depth and technical. There are only two rules. Rule 1) smile, rule 2) always be honest, if you don't know the answer, ask.

2. E Bay, web and T.I.G. sales of redundant stock:

Preparing old and redundant stock for selling within the showroom folders and on various digital platforms. This requires researching the item to check it is there, that the quantity is correct on our database and then finding the best way of marketing it. You will have plenty of back-up to help and advise you. Some of these goods are only weeks old but were wrongly ordered or mistakenly delivered and some is aged stock. There are plenty of goods in between these categories and this is a big task but it is one of the most important that you will carry out.

3. Preparation of data sheets and technical downloads for clients and their contractors:

After making a purchase, every client is offered a full set of data sheets. This "fitting pack" offers all the fitting instructions, plans and detailed measurements of everything they have purchased. Most of this is downloaded from supplier websites and is often needed to meet certain deadlines.

4. Pro active support for the senior sales and design team, to improve their individual efficiency:

This may include getting tea and coffee for them or their clients, collecting something from the stores, chasing an order or downloading technical data. It is important for the efficient running of the company that senior staff and fee earners are assisted to spend as much time doing client work as possible.

5. Assist in maintaining the showroom in presentable order:

This requires a daily tidy and the replacing of samples and catalogues left over from previous client meetings. It also requires someone to cast a critical eye over the sales area to ensure it looks tidy.

6. Maintaining the photographic library and data on the company web site and assist with marketing as required:

Collect data and images, sometimes using own photography skills, to support and improve website. Organise and develop the CIC photo library. Assist with internal marketing. Support and assist our external web, advertising and marketing providers as required.

7. Supervise the cleaning staff, showroom electrician and window cleaner:

We have a superb range of products, but it is important that they are clean and the showroom lighting is well maintained. This requires daily attention.

8. Helping to prepare quotations for senior design consultants:

This may include product research, or the preparation of an excel spreadsheet.

9. Brochure maintenance and re-ordering: We are only as good as our tools, and our showroom and our brochures are some of our tools. Without them we are unable to demonstrate what we can offer.

10. Sample book maintenance:

We record every sample in a sample book, so we can locate it for the next client. This requires calling the client to get them back and check if they need anything.

11. Spending time improving your own skills:

We will offer an environment that will help you learn new skills and develop those that you have already. We have about 8 – 10 training sessions each year, after business hours.

Personal Specification:

Key Criteria:

Essential:

Excellent customer care skills

Good communication skills, both written and verbal

The confidence to deal with our clients on a daily basis

A team player

Able to organise own workload and use own initiative

Good knowledge of IT including Word, Excel, Outlook and PowerPoint

Attention to detail

A willingness to improve existing skills and learn new ones.

Desirable:

Good numeracy

Relevant sales or customer care experience in a similar role

Good knowledge of website maintenance

Photographic experience

An interest in art and design

A driving licence

A good barista

Benefits Package:

Annual holiday entitlement of 18 days per year plus all Bank Holidays

PP Healthcare Option 2 cover after successful completion of 12 months

Medical insurance cover for long-term illness (this is a long-term wages payment scheme)

Staff discounts on purchases

Onsite parking

After a qualifying period, we offer: an extra day off to move home, an extra half day off per year for non-smokers and a whole day on the year that you quit smoking. We offer maternity and paternity leave.

Company social events include dinners, BBQs and trips to Herm. We are always looking for something new to do and someone to organise it.



APPLICATION FORM:

Personal details:

Name:

Address:

Date of birth:

Best contact number

Daytime:

Evenings:

Email address:

Current driving licence: Yes No

Type held:

Current Housing licence: Yes No

Type held (Local / Open / under licence)

If you require any particular arrangement when attending an interview please give details:

Education and Training: Continue on a separate sheet if necessary:

University, college, school or other place:	Dates attended	Course studied and qualification achieved:
--	-------------------	---

Career History - use another sheet if required:

Employer	Position held, duties	Dates	Salary	Reason for leaving
----------	--------------------------	-------	--------	-----------------------

Additional Information In Support Of Your Application:

**Please refer to key criteria detailed in the Personal Specification.
Continue on another sheet if necessary.**

References: (include your previous employer)

Referee 1

Name:

Occupation:

Address:

Contact number:

Referee 2

Name:

Occupation:

Address:

Contact number: