

Cheltenham Sales Consultant
Part Time Permanent Opportunity

COMPETITIVE SALARY

Feather & Black pride themselves on being able to offer customers quality, luxury bedroom furniture whether it's a blissfully comfortable hand-stitched mattress, deeply luxurious duvets and pillows or the most stylishly designed beds and matching furniture sets. We believe that a bedroom is one of the most important rooms in the house, it's a sanctuary, and we strive to create beautiful products for a perfect bedroom, offering a harmonious blend of classical design and high-quality craftsmanship.

Our Feather & Black team are looking for a dedicated Sales Consultant who prides themselves on delivering first class customer service. We are looking for someone who can support the store manager to achieve store targets. Someone who provides a positive customer experience in line with our Sales and Service Programme, developing new customer relationships and someone who can own the order life cycle through to successful delivery. The ideal candidate must be able to build strong relationships with both colleagues and management.

As a Sales Consultant you will:

- Be able to meet or exceed their own sales and KPI targets.
- Contribute to the attainment of team sales goals.
- Deliver the agreed F&B Sales & Service Programme Customer Experience.
- Manage the customer order life cycle from quote through to confirmation and post-delivery satisfaction follow up call.
- Be able to explain the after sales policy to customers.
- Chase outstanding payments for orders pre-delivery.
- Diffuse customer order issues and work with other departments to deliver a timely resolution.
- Maintain a good knowledge of all F&B products and services.
- Supports the Store Manager to deliver a commercial and inspirational layout.
- Participate in the merchandising of the store as directed in the visual merchandising guidelines.
- Assist Store Manager with all aspects of store operations.
- Help maintain excellent housekeeping standards.
- Help maintain a secure and hazard free environment.
- Help control shrinkage through loss prevention awareness.
- Open and close the store as required.

You will be able to:

- Work collaboratively with other colleagues.
- Act in accordance with company values and beliefs.
- Maintain a high level of attendance and punctuality.
- Present a professional appearance in line with company dress code.

We are looking for someone with the following:

- Good communication skills.
- Retail experience.
- Excellent listening skills.
- Ability to work as a team.
- Ability to work under pressure.
- Good attention to detail.
- A good problem solver.
- Patience.
- Ability to multi-task.

If this role sounds like you, we would love to hear from you. Please apply by sending your CV to hr@featherandblack.com.