



## Showroom Manager

### ABOUT US

MARK Product is a British design-led furniture brand, with a manufacturing base in Cornwall and a showroom in London. We are driven by our 'Do Net Good' mission for sustainability, aiming to have a positive effect on the planet and our local communities. This has been recognised by us recently becoming a certified B Corp.

We make contract furniture for the office, education and hospitality sectors – you'll find our furniture in such diverse organisations as Amazon, Google, leading Universities, various NHS hospitals, Astra Zeneca, Lloyds Bank and the Tate Gallery.

We have recently formed a strategic partnership with the renowned furniture manufacturer Bisley and with them will be growing into new markets and designing some great new products. As a result we are seeking to grow our team with this key role.

We are a friendly hardworking bunch of people, driven by a desire to do a great job and create beautiful and useful furniture we can stand by – in its quality, integrity and sustainability. If you share these values and would like to come with us on the journey, see the full details below along with details of how to apply.

### JOB PURPOSE

To drive sales growth in the London market with the effective use and management of our Clerkenwell showroom to build and maintain relationships with architects, designers and furniture buyers and provide excellent customer experience.

### KEY RESPONSIBILITIES

- Managing the physical presence of the MARK brand at our London showroom, ensuring a high standard of presentation and service at all times.
- Develop the showroom as a popular venue for Architects & Designers (A&D) and dealer visitors, known for high quality events and presentations.
- Establish excellent relationships with target A&D practices in London
- Growing our network by pro-actively inviting and encouraging relevant visitors to the showroom.
- Primary front-of-house person to host all showroom visits including organising food and beverages as required
- Establish an in-depth knowledge of our full product range in order to respond to customer enquiries and showroom visits
- Dealing with customer enquiries and quotes as a full active member of our small sales team.
- Working with sales colleagues to ensure all showroom appointments and visits are followed up and data captured on the CRM system (Pipedrive).
- Ensure a detailed understanding of our Do Net Good sustainability strategy, our goals and our commitments



- Integration with the sales and customer service teams at our partner Bisley including attending their meetings and contributing to joint initiatives and events.
- Organising of showroom events including seasonal (ie. Christmas, Easter, Summer), those in conjunction with industry events (ie. LDF, CDW, Clerkenwell Open), product launches and talks
- Organising of sampling visits including working with HQ on logistics
- Organising and hosting showroom tours and product presentations
- Working with marketing team to promote showroom events and activities
- Working with the directors on showroom presentation.
- Networking at industry-related events, organising and working the stand at sector-specific trade shows.
- In-time build and maintain own deals in Pipedrive and work to own sales targets.
- Pro-active outreach to new leads and prospects to win new business.
- Upholding the company ethos and brand values with the utmost care and attention
- Fully engaging in training, including at our Cornwall HQ.
- Overall management and daily running of the showroom including managing product loans, the property, equipment, supplies and sample library.

#### **QUALIFICATIONS AND EXPERIENCE**

- Minimum 2 years experience in a related role
- Excellent computer skills that include Microsoft Office Word, Powerpoint and Excel as well as Gmail and Google docs
- Experience of, or a willingness to learn, Pipedrive CRM

#### **SKILLS**

- Excellent interpersonal and communication skills
- Self motivated and proactive with ability to work autonomously
- Ability to call, connect and interact with both established and potential customers

Reporting to: Directors

#### **SALARY**

£28,000 - £30,000 subject to experience

#### **LOCATION**

This a showroom based role, full-time at our London showroom at 5 Albemarle Way, Clerkenwell, EC1V 4JB.

#### **APPLICATION PROCESS AND DEADLINE**

Please email [jobs@markproduct.com](mailto:jobs@markproduct.com) with a copy of your CV and a covering letter introducing yourself and your interest in this role. The application deadline for this post is Monday 18 March.

#### **INTERVIEW DATES**

We will be interviewing w/c 25 March.