

## Retail Sales Consultant at twentytwentyone

twentytwentyone work with a constantly evolving collection sourced from around the world. We are looking for friendly, enthusiastic individuals with an intrinsic understanding of good customer service to join our retail team.

The role would suit applicants with a passion for art, design and the creative industries, who seek to expand their knowledge of the foremost emerging design alongside the established and historic.

We expect applicants to be industrious, highly organised and have competent computer skills. Candidates must have experience of working in a relevant high-end retail environment. Furniture and lighting sales experience would be an advantage.

Full-time, 5 days per week including weekend work. Based at the twentytwentyone shop on Upper Street, Islington. Remuneration according to experience.

Duties include:

### Sales and customer service

- Provide customers with a well-informed, polite, friendly and high quality service
- Offer customers assistance with enquiries via telephone, email and in-store
- Ensure all processes from initial enquiry, order processing and through to delivery/installation are fulfilled efficiently
- Attend relevant training and staff meetings wherever offered

### Maintenance

- Maintain and clean stock and shop environment
- Maintain lighting displays
- Ensure any maintenance issues are brought to management's attention for immediate remedy

### Press loans/ Hire

- Promote the retail business by liaising with stylists, journalists and editors to ensure editorial coverage in key industry publications
- Build press database
- Create dialogue with press on new stock lines, seasonal promotions and news

### Stock management

- Ensure all items are priced with the appropriate label
- Maintain and monitor stock levels
- Supervise incoming and outgoing goods and the procedure for hire/loan of goods
- Assist with all stock taking activities

### Administration

- Manage price lists and sales support information/samples/materials
- Maintain and build customer database
- Organise deliveries and correct installation methods where necessary.
- Suggest and initiate new procedures and systems where necessary and approved
- Administer information to the correct channels
- Provide a high level of communication regarding orders and enquiries between colleagues

CV and covering letter stating current salary/salary expectation to: [jobs@twentytwentyone.com](mailto:jobs@twentytwentyone.com)