

## **Retail Sales Consultants at twentytwentyone**

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

This is an exciting time to join a company that is passionate about good design. twentytwentyone has established itself as one of London's foremost retailers of classic and contemporary design and we are seeking enthusiastic, personable and dedicated individuals to join our growing team.

The ideal candidate will have an intrinsic understanding of good customer service and a proven ability to communicate their passion for interiors, product design and the creative industries. The role offers an exceptional opportunity to expand an existing knowledge of the design world and engage with an inspiring mix of progressive, emerging design as well as the historic and well-established.

We expect applicants to be industrious, highly organised and capable of balancing excellent customer service with a variety of administrative tasks. Experience of selling high-end, made-to-order furniture/lighting and arranging customer deliveries is preferred.

Areas of responsibility include:

- Providing customers with a knowledgeable, friendly and high quality service both in-store and via email/telephone.
- Managing furniture/lighting orders from initial enquiry through to delivery and installation, maintaining polite and efficient communication with customers throughout the process.
- Promoting the retail business by liaising with stylists, journalists and editors to arrange product loans, ensuring editorial coverage in key industry publications.
- Maintaining the shop environment ensuring displays are attractive, clean and appropriately labelled.
- Monitoring and replenishing stock levels, arranging transfer of stock from warehouse and other premises.
- Providing support to the Showroom, Contracts and Ecommerce teams.

We offer training and opportunities for development within the company. Team bonus, staff discount and other benefits are included in the salary package. Remuneration according to experience.

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

Please note that we are only able to respond to candidates shortlisted for interview.

[www.twentytwentyone.com](http://www.twentytwentyone.com)