

Assistant Shop Manager at twentytwentyone

twentytwentyone supply furniture, lighting and accessories from world leading designers and manufacturers.

This is an exciting opportunity for a dynamic and motivated individual to assist the Shop Manager in growing sales at our store in Islington.

The role embraces a diverse range of activities, requires strong organisational/administrative skills and a passion for design. An intrinsic understanding of customer service and an ability to sell and motivate the team are essential to this role. A minimum of 4 years' retail experience is required. Direct experience in design-led retail management is preferred.

Full-time, includes weekend work. Remuneration according to experience.

Duties include:

Sales and customer service

- Provide customers with a well-informed, polite, friendly and high quality service
- Ensure all processes from initial enquiry, order processing and through to delivery/installation are fulfilled efficiently
- Be close to where the industry is going, know about customer initiatives in the pipeline and monitor local market sector
- Attend relevant training and staff meetings wherever offered
- Deal with any enquiries and complaints. Monitor customer service levels to ensure standards are met.

Maintenance

- Arrange shop display in an imaginative and creative manner to encourage and inspire customers
- Maintain and clean stockrooms and shop floor environment
- Ensure any maintenance issues are brought to senior management's attention for immediate remedy

Press loans/ Hire

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

Stock management

- Ensure all stock is priced and displayed at correct levels. Oversee barcoding/price labelling.
- Supervise incoming and outgoing goods and the procedure for hire/loan of goods
- Initiate changes to ensure that the store is able to compete effectively in the local (and national) market
- Assist with all stock taking activities
- Oversee weekly stock transfer in absence of Shop Manager

Administration

- Manage price lists and sales support information/sample materials and stock lists
- Maintain and build customer database
- Process quotations, invoices and customer packages
- Use Sage for recording sales, data analysis and forward planning
- Oversee and organise deliveries and installations
- 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.

Management support

- Provide cover for Shop Manager's days off/holidays in conjunction with Supervisor
- Provide point of reference for customer service requests, issues and claims to ensure highest possible service levels are met
- Oversee shop team to increase sales and meet monthly targets
- Assist the Shop Manager with recruitment and training of staff
- Oversee weekly cash-up procedures
- Review theft and security procedures and train staff with Manager and supervisor
- Support Shop Manager with rota updates

Please send CV and covering letter stating your current salary/salary expectation to:

jobs@twentytwentyone.com

www.twentytwentyone.com