

Showroom Front of House- Saturday 0900-1700

In 1973, Karndean started life as a small family business. Now we are one of the world's most renowned and respected luxury flooring brands. We recognise our people as being the key drivers of our success and it's their passion and innovation that has allowed us to continue growing as a business.

We have an exciting opportunity for an individual to join our team working as our Showroom Front of House. This position is well-suited to a friendly and welcoming individual who is looking to provide exceptional customer service.

This position is based in the Showroom department and answers to the Showroom Manager. Your role as Front of House will be to work as part of our busy and vibrant showroom team acting as the first point of contact for visitors and enquiries at the weekend, ensuring that they are provided with an excellent level of service.

Responsibilities:

- A friendly and welcoming point of contact to all visitors to Karndean Showroom
- Ensure all visitors are welcomed in a friendly and timely manner
- Introduce visitors to their allocated Design Consultant on arrival
- Effectively manage and respond to the enquiries received via the website, e-mail and telephone
- Support in all areas of running of the showroom, ensuring that the showroom is presented to the highest standard
- Assist the Design Consultants by providing support during busy periods and when we have walk in visitors without an appointment
- Develop and maintain a good knowledge of all Karndean products, accessories and prices
- Build strong relationships with other departments within the business in order to ensure we are providing our visitors with the best possible service
- Any other reasonable duties which may be required by management from time to time

Requirements:

- Passionate about delivering excellent customer service
- Calm, efficient, assertive and highly organised
- Confident manner with strong communication skills and the ability to adapt these to suit varying customers and visitor numbers
- Self-motivated with a positive can-do attitude
- Ability to build a good knowledge of the Karndean product portfolio
- Able to work on own initiative as well as being a key team player
- Able to work well under pressure in a very fast paced environment
- Working knowledge of Microsoft Dynamics CRM would be beneficial

Our Company:

Karndean Designflooring UK is based in Evesham, Worcestershire across three sites with excellent facilities. We offer a huge range of benefits but here are some of the headlines:

- Competitive salary
- Employee discount
- Health cash plan
- Enhanced pension scheme

- Enhanced maternity and paternity benefits
- Enhanced sick pay
- Learning and development opportunities
- Paid Volunteering day
- Regular employee awards with up to £1,000 monetary prizes

As part of our company you will enjoy working with a team of incredibly passionate, fun people and have the opportunity to contribute innovative ideas direct to the executive leadership team as well as progressing your career.

At Karndean we are committed to recruiting and retaining a diverse workforce with an equitable, inclusive environment.

How to Apply:

- Please send your CV and covering letter to recruitment@karndean.co.uk