

Job **Director of Showrooms**

Reports to **Principal**

Purpose To direct and assume overall responsibility for leading and driving the operations of the company showrooms – based on the company’s values and mission.

To further enhance our customer experience in the showroom through leadership, training and direction to all showroom employees including showroom managers.

To maximize revenues and meet future growth plans by implementing strategic initiatives.

To ensure achievement of goals and objectives through increased revenue generation, establishing and maintaining our showroom selling and service culture, operational efficiency and excellence, product and visual merchandising, and building a great team.

Culture Circa Lighting is a dynamic sales and service entity – selling to high end luxury design clientele – and focusing on exemplary customer service.

Our leadership values initiative, collaboration, consideration and inclusion. We promote professional respect in which each team member is valued and recognized for the indispensability of his or her contribution to the success of the company. We want each employee to own their job and be an expert at their position.

The staff is dedicated to sales and service – with a drive to build a loyal and growing client and customer base. In turn, the company’s principals are committed to the professional and personal fulfillment and varied interests of the staff in an atmosphere where we work hard but also enjoy our days and time together.

Personality Traits Primary among the qualities of the new Director of Showrooms will be a true passion for the work. The successful candidate will be a person of character who considers it an honor to be a member of the Circa team and for whom business development is more than just profit seeking. Revenue will naturally flow from this outlook. A persistent drive is essential, combined with the tenacity to navigate obstacles. An entrepreneurial attitude that combines a passion for embracing challenging situations, people, and projects is desired.

Summary of Essential Job Functions

- Exceed showroom sales goals and performance requirements through the implementation of revenue building and culture strategies.
- Ensure a five star customer experience through development and execution of our selling and service culture. Continually stay connected to customer needs, anticipate changing needs, and prepare showroom teams to meet customer and product challenges.
- Create positive team relations through building, directing, and leading a quality showroom management team.
- Initiate and maintain strategies for recruitment, personnel development, retention, and succession planning for staff. Ensure ongoing specific and immediate coaching and feedback.
- Partner with principals and vendor to ensure showroom inventory allocation provides the cohesive strategy and brand experience necessary to drive sales revenue opportunities and achieve visual merchandising excellence.
- Achieve operational excellence through timely monitoring of results to meet or exceed all financial objectives regarding expense control, showroom sales performance, and pre-tax income.
- Work with principals to develop and execute strategies for opening new showrooms.
- Create and maintain a clearly defined retail strategy for our brick and mortar locations.
- Create and implement a training program for product knowledge, showroom management, and sales and service excellence for the showroom managers and their teams. Build world class service and clientele programs.
- Achieve/Exceed all financial objectives with regards to expense control, inventory control, and showroom contribution to the company.
- Monitor and maintain awareness and compliance of all company policies and procedures. Communicate business opportunities and identify solutions.
- Analyze market trends with merchandising to ensure an effective strategy that drives sales revenue opportunities and achieves visual merchandising standards. Implement and ensure the execution and maintenance of those visual merchandising standards in each showroom.
- Lead teams of showroom managers in building, developing and leading exceptional showroom staff teams. Ensure specific onsite coaching and feedback and maintain all performance documentation in a timely manner.
- Be an EXPERT on the company's POS system, capable of training even the non-computer savvy employee to use it effectively.
- Step in to fill any management or staff positions necessary while recruiting and hiring for a position replacement.

Position Requirements

- 7+ years of retail management experience with at least 3 years of multi-store environment.
- Experience in business to business luxury home furnishings segment highly preferred.

- College degree in Business or related field.
- Strong leadership skills with a proven track record in developing a talented and successful retail team, and capitalizing on business development opportunities through a highly collaborative process.
- Highly articulate with a polished presentation and interpersonal skills.
- Strong personnel management and retail operations knowledge, including inventory control, retail systems, merchandising, and customer service excellence.
- Strong “retail math” knowledge and business acumen, experienced in analyzing showroom P&L’s, etc.
- Proven experience in delivering service results and revenue growth.
- Advanced computer skills of all Microsoft programs, retail POS systems, ipads, laptops etc.
- Significant travel required: 50-75% of the time.
- Design savvy with a keen eye and industry knowledge of design and creativity
- A dynamic leader, strategic thinker, and highly motivated – with a strong ability to communicate and build excellent working relationships.
- Must be a self-starter with exceptional organizational and follow-up skills
- Ability to work independently as well as be an effective team player
- Ability to multi-task and thrive in a fast-paced environment
- Ability to maintain a professional and pleasant demeanor at all times
- Strong work ethic and demonstrated ability to “go the extra mile”
- Exceptional oral and written communication skills
- Strong mix of creative, strategic, analytical and organizational skills

What We Provide

- Amazing company culture and team environment
- Opportunity for growth based on your own performance excellence!
- Comprehensive benefits program and competitive compensation plans
- Chance to work in a fast-paced and dynamic growing business environment
- An opportunity to deliver a beautiful product and take pride in your work

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.