

Job **Showroom Manager**
Reports To Operations Manager

Purpose To manage the Circa Lighting retail showroom to ensure optimal sales through maintaining appropriate inventory, maximizing store appearance and efficiency of sales floor operations, and providing exceptional customer service

To manage showroom staff to ensure compliance with company policies and procedures and unparalleled customer service

To manage and assist the outside sales associate in building the presence of Circa Lighting in that territory, thereby contributing to the overall sales goals for the showroom

Summary of Essential Job Functions

Showroom Operations

- Ensure compliance with all showroom policies and procedures
- Maintain a clean and attractive showroom appearance that will enhance sales
- Merchandise showroom to optimize the “Circa Lighting” look and feel
- Identify and create new Circa Lighting customers through building strong relationships with architects, builders, and interior designers
- Assist showroom customers in lighting selections and purchases in a manner that maintains long term relationships
- Become proficient in and train staff on the company’s order entry and operating system
- Continued oversight of staff compliance with company procedures and operating processes
- Order appropriate inventory to optimize sales and profit
- Maintain inventory space and sales floor in an organized manner to enhance safety and efficiency
- Coordinate activities of stock personnel to facilitate shipping and receiving in accordance with established procedures
- Contract appropriate external resources (cleaning crew, maintenance) to support showroom operations
- Order and maintain office and cleaning supplies
- Independently open and close the showroom

Showroom Employees

- Hire and manage sales associates that understand the Circa Lighting approach to sales and service, and can accurately perform the showroom procedures
- Motivate, coach, train and develop sales associates for optimum sales performance and excellent customer service
- Demonstrate and ensure a sales approach and level of service that will attract and retain long term customers

Communication & Reporting

- Routinely communicate store status including: sales, returns, issues, aging, inventory opportunities, etc to owner and request assistance needed from owner
- Prepare timely monthly reporting in accordance with company requirements
- Ensure accurate showroom inventory, sales reports and bank records

Position Requirements

- 3+ years retail management experience preferably in the high-end home furnishings or lighting industry
- Interior design and/or lighting industry experience a plus
- College degree
- Strong operational skills in a customer-service environment
- Ability to lead and motivate others
- Ability to work independently as well as be an effective team player
- Ability to maintain a professional demeanor at all times
- Ability to take the initiative to get the job done
- Keen eye for design and creativity
- Strong work ethic and demonstrated ability to “go the extra mile”
- Exceptional organizational and follow-up skills
- Strong analytical and decision making skills
- Ability to enter data, navigate screens and retrieve data in point-of-sale system
- Ability to handle confidential and sensitive information

Please email your resume and cover letter to employment@circalighting.com

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.