

Position Description

Job Title: QLD Residential Sales Manager

Reporting to: National Sales Manager

Location: Tait Brisbane

Hours: Permanent, Full-time

Key internal relationships:

National Sales Manager, QLD Commercial Sales Manager, Operations Manager, Marketing Team, Managing Director, and Creative Director. Other States Residential and Commercial Sales Team.

Key external relationships:

Architecture and Design Practices, Stylists and Landscape Design Practices, Retail Customers.

Purpose of the position:

The QLD Residential Sales Manager is a dynamic, multifaceted role combining sales leadership, showroom management, and business development. This role is designed for an individual who is motivated, enthusiastic, innovative, and capable of thinking "outside the square." The primary focus is to grow the client base, increase sales across the Tait Residential Sales (Trade and Retail) Channel, and build strong relationships with key trade clients in the Architecture & Design industry.

Duties and responsibilities:

Drive In-Store Growth:

- Proactively grow the in-store customer base by generating leads and converting them into sales opportunities.

Residential Database Management:

- Oversee the Residential (Trade & Retail) database and curate a calendar of activations/events tailored to engage crucial retail/trade clients effectively by following the marketing calendar.
- Be responsible for the growth, maintenance, and data quality of the Residential (Trade & Retail) database in Odoo, ensuring new clients are added, existing records are regularly reviewed and cleaned, and all client interactions are accurately recorded to support business development and reporting.

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End

-to-End Sales Process Management:

- Manage the complete sales process, ensure thorough administration and documentation, use the Odoo platform to create sales reports and CRM cards, and meticulously track leads to order. Ensuring the residential sales team follows the process and implements training when required.

Showroom Management:

- Partner with the Creative Director to uphold impeccable showroom standards, encompassing sales desk presentation, product and plant maintenance, visual merchandising, and general showroom upkeep. Put in place a process to ensure that all the tasks related to the maintenance of the showroom are taken care of equally within the team.

Client Engagement and Account Management:

- Manage Residential Architecture & Design accounts daily and ensure CRM database updates reflect opportunity/sale progress.

Client Growth Strategies:

- Develop and execute a comprehensive business development plan for new and existing clients, incorporating key personal contact details, entertainment opportunities, and target objectives.

Sales Target Achievement:

- Achieve or exceed set sales targets and KPIs.

Networking and Relationship Building:

- Engage in regular networking activities and events outside standard working hours, including openings, trade fairs, and design events.

Requirements:

- 5+ years of proven A&D sales experience.
- Excellent presentation, communication, and organisational skills.
- High-performing and results-driven sales history.
- Management of a database of personal clients.
- Experience in holding group presentations and client events.
- Excellent sales & communication skills, with the confidence and ability to offer a premium client experience.

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- A qualification in Interior Design or Decoration and the ability to create professional client presentations.
- Computer skills, including - Outlook, Excel, Canva, Order Processing software and Database Management (ERP).
- Ability to work proactively and autonomously while contributing positively to a dynamic and friendly team.

Desirable:

- Understanding of and ability to use 2D and 3D architectural software
- An interest in design and the arts

Programs in use:

- General Office Suite
- Odoo CRM/ERP system
- Canva

Additional information:

- Professional development and training opportunities will be provided.
- Sales commission is awarded based on the achievement of set targets.
- A laptop computer will be supplied as part of this role. This remains the property of Tait.

Conditions:

- This is a permanent, full-time position
- Some after-hours work may be required (midweek and/or weekend)
- Some interstate travel may be required
- Attendance at industry events/trade shows may be required

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