



Position Description

Job Title: Design Consultant
Reporting to: Showroom Manager
Location: Fitzroy, VIC
Hours: Fixed Term Contract, Full-time

Key Internal Relationships:

National Sales Manager, Commercial & Residential Sales Teams, Production Team, Marketing Team, Creative Director and Managing Director

Key External Relationships:

Retail and Trade Clients, Suppliers, Couriers and Logistics Companies

Purpose of the position:

This role requires a dynamic, engaging and skilled Sales Specialist with a strong background in Design to work with our residential clients. Based in our flagship showroom, the role involves developing this business through consultative selling, excellent customer service, active involvement in events and activities organised in the showroom. The showroom is the platform for sales leverage for the residential/trade client base.

A creative & design-aware individual with a growth mindset who understands premium customer service through prompt and professional communication of quotations and general sales administration. An understanding of the technical requirements of the specification process is also valuable.

This role involves managing the top store's daily tasks.

Duties and Responsibilities:

- Manage opening and closing of the showroom.
- Grow the in-store customer base by generating leads and turning them into sales opportunities.
- Showroom Sales for the residential sector.
- Consult with residential clients from the concept and quotation stage to the final handover.
- Preparation of client presentations, including sample selections, layouts and mood boards.
- Maintaining the CRM database with ongoing updates for opportunity/sale progress through to order confirmation and delivery.
- Manage the beginning-to-end sales process, ensuring the effective completion of all administrative tasks and other documentation relating to sales.

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- Using the Odoo platform, create sales reports, CRM cards and track leads to order.
- Provide product and technical assistance to clients as required.
- Maintain and present the showroom to impeccable standards.

Programs in use:

- General Office Suite
- Odoo CRM/ERP system

Experience:

- 5+ years of proven residential sales experience – direct sales experience is essential.
- Client exposure across high-end residential and the design market.
- Experience in holding client events.

Essential:

- Excellent presentation, communication, and organisational skills
- High-performing and results-driven sales history
- Management of a database of personal clients
- Excellent sales & communication skills, with the confidence and ability to offer a premium client experience.
- A qualification in Interior Design or Decoration and/ or the ability to create professional client presentations.
- Computer skills, including - Outlook, Excel, Order Processing software and Database Management
- Ability to work proactively as part of a dynamic and friendly team.

Personal qualities & behavioural traits:

- An understanding of premium products and the ability to sell on quality and not price alone.
- Ability to create mutually rewarding relationships that foster trust and repeat business.
- Ability to apply technical knowledge to meet the needs and requirements of clients.
- Exceptional people skills with an ability to educate, guide and advise on the best options available to clients.
- Highly motivated and able to work autonomously, part of a team and in a shared work environment.
- A good understanding of visual display, design aesthetics and the product design process
- Exceptional communication and presentation skills, both visual and verbal
- Design appreciation and an understanding of solid design and colour principles
- Punctual and flexible

Inclusions:

- Attractive remuneration package with a sales incentive program.

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- Continued professional development and training opportunities.

Conditions:

- This is a Full Time Contract position (38hr week)
- Work on Saturday is required.

We genuinely care about our people and embrace Equal Employment Opportunity and Fair Work practices. Tait are committed to workplace health and safety, sustainability, and cultural diversity.