



POSITION DESCRIPTION

Casual - Showroom and Sales Support

Job Title: Showroom and Sales Support

Reporting to: Melbourne Showroom Manager

Location: Tait Melbourne Showroom, 209 – 211 Smith St, Fitzroy 3065

Hours:

This is a casual position, with room for increasing hours as the season or general demand increases. Working hours will be as directed by management but will include at least one weekend shift.

Key Internal Relationships:

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

Key External Relationships:

Retail, Trade and Commercial Customers and other external suppliers (Fabric Houses)

Purpose of the Position:

The primary focus of this role is to provide day-to-day showroom, administrative and client support to the VIC sales teams. As a key member of the showroom team, this role is responsible for ensuring the showroom is presented to the highest standard, providing a warm and professional experience for clients and visitors, and assisting the sales team with a range of administrative and operational tasks.

This role will have regular interaction with residential, trade and commercial clients and requires someone who is confident, personable and highly organised. While the position may assist with client enquiries and sales-related activities, the primary focus is on sales support, administration, showroom presentation and ensuring the smooth day-to-day operation of the showroom.

Responsibilities & Duties:

Showroom and Client Experience

- Welcome and assist clients and visitors to the showroom, providing a warm and professional experience
- Direct clients and visitors to the right channel based on type of clients and projects (residential vs commercial)
- Take care of inbound enquiries (phone and email) and direct them to the right channel.
- Assist retail customers with product information, materials and finishes.
- Assist during client presentations and 'lunch and learn' events.

Sales and Administrative Support

- Assist with data entry in CRM (ODOO) and ensure accurate information entered.
- Assist with preparing CRM cards, quotes, and update notes.
- Assist with follow-up
- Maintain an up-to-date client database and assist with extraction of list for events or promo.

HEADQUARTERS

1 Milne Street, Thomastown VIC 3074

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Daily Operations

- Assist with showroom opening and closing procedures
- Assist with Daily Banking management and EFT reconciliation
- Maintain accurate price tags and product information
- Assist with showroom organisation, maintenance and plant care
- Manage sample stock and place orders when needed with HQ

Personal Qualities & Behavioural Traits

Essential:

- Sales support and/or customer service experience.
- Excellent presentation, communication, and organisational skills.
- General computer experience, including Microsoft 365 Suite.
- Passionate about furniture and design
- Ability to work in a team.
- Attention to detail.

Desirable:

- Visual merchandising experience
- Time management skills
- Industry experience in the design sector.

Computer Literacy

Essential:

- Proficiency across Microsoft applications is necessary.

Desirable:

- Proficiency with Adobe Suite, Canva, or other design programs
- Experience with customer database management.

Conditions:

- This is a Casual position – hours will be as directed by the showroom manager.
- Weekend work is required.

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