

Showroom & site sales representative

Job Purpose

Serve Customers by selling products, meeting and exceeding customers needs and expectations. To provide quality customer service and upholding Woodpeckers and Groupe Seguin core values. « French Ambassador » of Woodpecker imported products from France (Groupe Seguin)..

Missions

Handle customer enquiries for all company products, quote prices, credit terms, records and complete all required information accurately
Complete sale process quotation- order - invoice- installation - payment collection - follow up
Provides assistance to potential customers in the showroom, ascertains nature of enquiry
Contact all leads generated /given
Record/Log all contact
Answer all incoming calls
Approach all incoming customers
Assist in resolution of customer issues or complaints including comments received on customer survey
Participates in regular sales meetings to identify and resolve problems
Reports to sales supervisor sales results, competitor activity and changing customer needs
Provide accurate information to relevant departments as required
Prepare job folder and maintain file
Maintain filing all documentation (paper and electronic)
Ensure Diary is maintained, up to date and accurate
Maintain a daily/ weekly / monthly / yearly to do list
Monitor Showroom and report any issues for maintenance
Replenishes showroom stock and POS materials

Profil

Advanced English Language
Working experience in fireplaces' sector would be preferable
Customer relationship, teamwork, dedication and commitment
Sense of service, quality and results, and customer oriented.
Dynamics and professional

Location & contact

Location : Mornington (Victoria), Australia
Contact : f.geneste [at] seguin [dot] fr