

Kitchen Shack Preston Showroom Assistant Duties and Responsibilities

- Work 2 Days per week: Wednesday or Thursday plus Saturday 9am – 5pm, reporting to Showroom Manager. Fill in when Designer is away or at other showrooms as required.
- Greet and assist customers, ensuring a welcoming and professional customer service experience.
- Present the showroom to prospective customers, explaining products and services thoroughly to build trust and secure qualified kitchen design appointments. Ensure all details, including product standards and measurements, are clearly explained.
- Qualify all leads before setting a design appointment.
- Manage customer enquiries via phone, email and website promptly and professionally.
- Provide guidance on renovation processes, product options and budget considerations.
- Confidently use Microsoft programs for daily communications.
- Work autonomously and collaboratively with showroom Manager to co-ordinate jobs.
- Liaise with Designers to book or re-assign design appointments.
- Communicate with external suppliers and transport company to manage jobs and resolve customer queries.
- Use CRM Program (Hubspot) to enter daily data, details and appointments, follow up tasks, tickets, notes and administration updates.
- Clean showroom to always maintain in clean and tidy manner.
- Open and close the showroom, including managing phones answering machine at the end of the day.
- Assist showroom Manager with administration and tasks as requested
- Follow up with customer, installer, delivery or supplier on customer jobs.
- Nurture customer relationships through follow-up after booked appointments and Download Design Guides.
- Seek customer feedback post renovation and encourage a Google review.
- Present a professional appearance: black/grey skirt or pants and Kitchen Shack provided shirts and jackets.

All training will be provided on site. Forward resume to info@kitchenshack.com.au for consideration.

Attributes to aspire to:

- Passion for delivering outstanding customer service
- Strong verbal and written communication skills
- Friendly, approachable and welcoming for all customers
- Excellent active listening skills
- Would be great if candidate has renovated previously.