

RHF Corporate Showrooms
Job Description - Showroom Manager
June 2021

Showroom Manager should be a strategic thinker who believes that active sales efforts and cultivating relationships with designers is the key to success. Individual must be able to see the big picture while managing detail precisely but not micromanaging. Must be able to manage the values and actions of the staff, ensuring the highest level of customer service is executed, while exceeding sales goals and profitability expectations. The manager must be committed to brand integrity and possess good judgment, create a positive environment, flexibility and a sense of humor. This individual is charged with executing merchandising plans and ensuring all products and display are aligned with corporate strategy and standards, while communicating regional and successful style. The manager is wholly responsible for maintaining all communication and ensuring partnership with Century corporate and other divisions.

Specific Requirements:

- High School degree or equivalent, higher education a plus.
- Prior experience in leadership and staff development, design experience a plus.
- Proven track record in sales and customer service
- Basic office computer skills including Microsoft Word and Excel, above average typing skills, knowledge of a POS system a plus.

Position Reports to: National Director of Trade Showrooms

Duties Include (but not limited to):

- Heading sales effort and exceeding budgeted sales goals; including active participation on the floor in the selling process. Analyze business to identify opportunities for leverage or improvement.
- Managing expenses in accordance to annual budget.
- Staffing, training and development of team. Ensuring team abides by corporate policies, conducting 90 day touch-bases, annual reviews and coaching actions.
- Assuming on-site responsibility for all physical resources including the physical suite, office equipment and all inventories. Effect receipt of merchandise, update of system and proper reporting of inventory flow. Conduct annual inventory.
- Overseeing daily business in showroom. Working with both the Sales and Administration roles to ensure that all tasks and goals are achieved. Act as leader for all problem resolution. Working ability of both sales and admin jobs.
- Increasing profile and prospecting for business, with both designers and industry partners; including role of Century's local rep for all professional organizations and any building organizations.
- Communication liaison between Corporate and Showroom. Work with Director of Trade Showrooms to achieve all tasks and goals.
- Managing in accordance with corporate guidelines, all marketing and public relations efforts; including special events and advertising.
- Attendance at required sales meetings, markets and manager seminars.
- Maximize merchandising of the showroom under the direction of the Creative Director / Showroom Division. Communicate regional style and strong sellers.