

Showroom Manager, Circa Lighting – Washington D.C.

Description:

Every person who walks through our doors is looking for one thing - to be inspired. Our sales team is devoted to cultivating client relationships and bringing their lighting visions to life. We are looking for team members who are enthusiastic about beautiful design with a genuine commitment to providing an unparalleled customer experience. You will be immersed in a fast paced and exciting customer-facing environment while developing a wide array of relationships from walk-in retail traffic to key trade clients. In addition, you will engage in strategic outreach to the design and building community to develop and grow the client base.

If you share our passions for design and excellence combined with a penchant for sales, we would love to share with you our exciting career opportunities. We are currently seeking a Showroom Manager for our Georgetown Showroom.

Key Roles:

To manage the showroom, ensuring sales growth targets are achieved and exceptional customer service is delivered. To maintain appropriate inventory, maximize store appearance and efficiency of sales floor operations. To maintain compliance with company values, policies and procedures.

To manage and assist the sales team in developing customer relationships and building brand presence in the showroom market; thereby contributing to the overall sales goals for the showroom and the company.

Responsibilities:

Employees:

- Hire and manage sales associates to ensure they understand the Circa Lighting approach to sales and service, and can accurately perform showroom procedures
- Motivate, coach, train and develop sales associates for optimum sales performance and superior customer service
- Partner and foster an exceptional working relationship with Business Development Specialist
- Demonstrate and ensure a sales approach and level of service which will attract and retain long term customers
- Regularly review reporting and sales processes - provide guidance to sales team which helps them maximize sales, acquire new customers and maximize customer long term relationships
- Lead onboarding and training for new showroom staff
- Responsible for creating a supportive and collaborative environment for business development

Showroom Operations:

- Ensure compliance with all company and showroom policies and procedures
- Maintain a clean and attractive showroom appearance which will enhance sales
- In cooperation with the Visual Merchandising Manager, assist with merchandising the showroom to optimize the "Circa Lighting" brand
- Identify and create new customers through building strong relationships with architects, builders, and interior designers

circa LIGHTING®

- Assist showroom customers in lighting selections and purchases in a manner which maintains long term relationships
- Become proficient in and train staff on the company's order entry and operating system
- Maintain oversight of staff compliance with company procedures and operating processes
- Manage inventory to optimize sales and profit with the assistance of the Visual Merchandising Manger
- Maintain inventory space and sales floor in an organized manner to enhance safety and efficiency
- Coordinate activities to facilitate shipping and receiving in accordance with established procedures
- Contract appropriate external resources (cleaning crew, maintenance) to support showroom operations
- Order and maintain office and cleaning supplies
- Independently open and close the showroom

Communication & Reporting:

- Routinely communicate store status including: sales, returns, aging, and request assistance if needed
- Prepare timely monthly reporting in accordance with company requirements
- Ensure accurate showroom inventory, sales reports and bank records

Position Requirements

- 3+ years retail or showroom management and sales experience, preferably in the high-end home furnishings, lighting or building materials industries
- Experience in Interior design, custom home building products, luxury home furnishing and/or lighting industry required
- College graduate required
- Ability to lead and motivate others
- Exceptional organizational and follow-up skills
- Ability to work independently as well as be an effective team player
- Ability to maintain a professional demeanor at all times
- Ability to take the initiative to get the job done
- Keen eye for design and creativity
- Ability to prioritize and handle multiple tasks and changing priorities
- Strong analytical and decision making skills
- Ability to enter data, navigate screens and retrieve data in point-of-sale system
- Ability to handle confidential and sensitive information
- Strong operations skills in a customer-service environment
- Available to work a flexible schedule, including weekends
- Ability to use tools, climb ladders, and safely lift up to 50 lbs.



Who We Are

We are a dynamic, high-energy company with an exciting growth strategy. We value imagination, individuality and giving every person the opportunity to explore, grow and shape our future.

Our mission is to deliver lighting of the finest quality and craftsmanship. We are a source of expertise and guidance to our customers, operating with the highest integrity. We inspire our customers with innovative design and impeccable customer service. We have a welcoming and challenging workplace environment for our employees.

Our ideal candidates will have an immediate connection with Circa Lighting's Core Values:

Honesty We seek to be truthful and sincere in every interaction.

Excellence We aim to exceed expectations in every task we perform.

Integrity We do our best to deliver consistently fair and reliable service.

Family We strive to foster a sense of family in all of our relationships.

Inspiration We continuously explore new ways to improve our service and ourselves.

In addition to the investment in your development, Circa Lighting offers a benefits package including a competitive compensation plan along with 100% company paid employee health, life and disability insurance. In addition, we offer dental, vision, flex spending, up to 4% company matching retirement plan and more. We invite you to learn more about our company at circalighting.com.

Circa Lighting is an equal opportunity employer and gives consideration to qualified applicants without regard to race, color, religion, sex, national origin, sexual orientation, disability, protected veteran status or other legally protected characteristics.