

Job Title:	Sales and Showroom Assistant	Location:	New York
Department:	Client Development	Position Reports to:	Global Sales Director
Direct Reports:	N/A		

#### Company Overview:

With an uncompromising commitment to British manufacturing, Soane Britain's mission is to design and make enduring and life-enhancing furniture, lighting, fabrics and wallpapers through collaborations with a network of the finest craftspeople in Britain. Soane combines responsibly sourced, high-quality materials and superb workmanship to ensure our designs endure for generations.

Our talented team is based in offices and workshops in Leicester and the West Country and showrooms in London and New York. For more information, please visit [www.soane.com](http://www.soane.com) or join our social media platforms Pinterest and Instagram.

#### Purpose of the Position:

The Sales and Showroom Assistant will be responsible for ensuring that every Soane customer experience, whether in-person or through our digital platform, exceeds expectations and leaves a lasting impression. Championing fantastic customer service alongside a welcoming and joyful environment, the Sales and Showroom Assistant's attention to detail will radiate in their day-to-day responsibilities.

Providing essential support to our client development team, the Sales and Showroom Assistant is the initial point of contact for all incoming enquiries, ensuring that all clients are handled efficiently and courteously. This is an exciting opportunity to become the guardian of Soane's customer experience and provide a valuable contribution towards the shared goal and strategy of the marketing and client development teams.

#### Duties & Responsibilities:

- Support the Showroom Manager and Merchandiser in
  - Showroom management and presentation upkeep/facilities maintenance
  - Additional ad hoc projects as required
- Support the North American Client Development team with
  - Be the first point of contact for clients' enquiries via our general email inbox and with incoming phone calls.
  - Manage all initial enquiries and introduce the appropriate client development team member.
  - Effectively manage the new trade application process and champion our Trade Log In platform and facilitate sign up for all trade clients.
  - Responsible for all F&W and F&L sampling order entry and client follow ups.
  - Maintain Soane's standards of presentation and brand guidelines when sending out welcome packs, samples, marketing collateral and in all general correspondence.
  - Hosting clients in the showroom by offering refreshments and creating a welcoming atmosphere
  - Additional ad hoc projects as required

#### Qualifications for the Position:

- Undergraduate qualification in any discipline
- Minimum of 2-years' work experience, ideally in a sales environment or hospitality, supported by at least one reference
- Competent in Microsoft applications
- Highly organized and detail-oriented with the ability to prioritize tasks and manage multiple ongoing projects



- Punctual, meticulous, and driven
- Team player that thrives in a busy office environment and one who takes a proactive approach to the role

For details of Soane's benefits, including long-term service benefits, please refer to the current Benefits Sheet.

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Written By: Matthew Pober

LONDON NEW YORK

[www.SOANE.COM](http://www.SOANE.COM)

COMPANY REGISTRATION N° 03360853 VAT N° 707 0475 49