

FURNITURE SALES

Job Description

Location: Arnprior, near Stirling

Salary: Competitive basic salary + commission

Working pattern: Full-time, Tuesday–Saturday, 9:00am–5:00pm

Parking: Ample free parking available on site



About the Role

We are looking for an experienced and confident salesperson to join our small, close-knit team and take responsibility for the day-to-day running and presentation of our showroom.

This is much more than a traditional retail sales role. You'll get to know our products inside out, understand what customers are looking for and use your knowledge and experience to guide them towards the right solution.

We expect you to be confident in progressing a sale, but we're not a high-pressure, target-at-all-costs environment. We genuinely care about our products and our clients, and believe that good sales come from knowledgeable advice, trust and getting the right result for the customer.

Key Responsibilities:

- Welcome customers and provide a warm, knowledgeable and professional experience
- Understand customer requirements and recommend appropriate products and solutions
- Build genuine customer relationships and confidently answer questions
- Prepare quotations, manage enquiries and follow up appropriately
- Take ownership of each order from initial sale through to completion, ensuring details are accurate and nothing is missed
- Manage the associated administration, including order processing, customer correspondence, documentation and updating systems
- Liaise with suppliers and production to ensure orders are progressing as expected
- Keep customers informed throughout the process and deal promptly with any queries or issues

Showroom & Product Management:

- Take ownership of the showroom's appearance, displays, pricing and presentation
- Identify opportunities to refresh displays, introduce products and improve the customer experience
- Develop and maintain strong knowledge of our furniture, materials, finishes and services

What We're Looking For

We are looking for someone who is confident, proactive and genuinely interested in what they do.

You should have an eye for colour, detail and presentation, be comfortable making suggestions and enjoy having the autonomy to get on with things. Just as importantly, you

need to care about the customer and understand that selling the right product is more important than simply making a sale.

You'll be joining a small team, so trust, communication and teamwork are essential. We work hard, take pride in what we do and support each other, but we also like to have a laugh. We want someone who will become part of that team rather than simply work alongside it.

Essential:

- Proven experience in customer-facing sales, ideally within a retail environment
- Confidence and experience in closing sales
- Excellent communication and interpersonal skills
- Proficiency with Microsoft applications, Xero and Monday.com (training will be given)
- Open to new technology, software and AI, and willing to learn and embrace new ways of working
- Strong organisation and attention to detail
- A proactive attitude and ability to use initiative
- Ability to work independently while being a strong team player
- Genuine commitment to excellent customer service

Desirable:

- Experience in furniture, interiors or a related industry
- An appreciation of interior design, colour, materials and styling
- Experience taking responsibility for or merchandising a showroom
- Experience with technical or made-to-order products

You don't need to be an interior designer or arrive with extensive technical knowledge — we will teach you about our products. What we need is someone who is genuinely interested in our products, willing to learn and able to retain a lot of product information and use it confidently with our customers.

Why Join Us?

We're a small, established business, which means you'll have a level of responsibility and involvement you simply don't get in a large retail environment. You'll work closely with the people designing, making and delivering our products, have a say in how the showroom develops and be trusted to use your own judgement and initiative.

If you have an idea, we'll listen. If you see something that needs doing, we expect you to get involved. And if you do a good job, it will be noticed and appreciated.

How to Apply:

Please send your CV and covering letter to Emma, our Office Manager, at emma@stevenburgess.co.uk.

And because we're interested in the person behind the application, tell us something about yourself that we won't find on your CV - bonus points for making us laugh!

We're serious about finding the right person — but we don't take ourselves too seriously.