

Retail Sales Associate / Customer Service Representative in Ikeja

Job Title: Retail Sales Associate / Customer Service Representative

Location: Ikeja, Lagos

Department: Sales and Business Development

Reports To: Sales Team Lead

Job Summary

The Retail Sales Associate/Customer Service Representative is responsible for providing an exceptional customer experience, assisting customers with product selection, and offering design advice tailored to their interior decoration needs. The role includes achieving sales targets, maintaining the store's appearance, and ensuring customer satisfaction at every stage of the sales process.

Key Responsibilities

Sales and Customer Service:

- Greet and engage customers, offering personalized service and understanding their needs.
- Assist customers in selecting interior decor products such as furniture, lighting, fabrics, wallpapers, accessories, and custom design solutions.
- Provide expert advice on color schemes, design trends, and product compatibility to enhance customer interiors.
- Build strong relationships with clients to foster repeat business and long-term loyalty.
- Meet and exceed sales targets and key performance indicators (KPIs).
- Handle customer inquiries, complaints, and returns in a professional manner.

Product Knowledge:

- Develop and maintain a deep understanding of the company's product range, including materials, finishes, and design concepts.
- Stay up-to-date with industry trends and new product releases.
- Communicate product benefits, features, and options effectively to customers.

Store Operations:

- Ensure the store is clean, well-organized, and visually appealing, in line with the company's merchandising standards.
- Assist in the setup of seasonal displays and promotional activities.
- Maintain stock levels, process shipments, and manage inventory counts.

Administrative Tasks:

- Process sales transactions accurately using the point-of-sale (POS) system.
- Prepare quotes and invoices for custom orders.
- Maintain customer records and follow up on inquiries or special orders.
- Collaborate with other team members and departments to ensure seamless service.

Skills and Qualifications

- Experience: Minimum 1-2 years of retail sales or customer service experience, preferably in interior decor or a related field.
- Education: Minimum of OND
- Skills: Strong communication, interpersonal, and problem-solving skills.
- Technical: Proficiency with POS systems and basic computer skills.
- Passion for interior design, home décor, and styling.
- Ability to work flexible hours, including weekends and holidays.

Work Environment

- Dynamic retail setting with customer interaction.
- May require standing for extended periods and occasional lifting of products.

HOW TO APPLY

- Interested candidate should send their CVs to hr@globalclique.net
- Use the job title as the subject of the mail.
- Only shortlisted candidates will be contacted.