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## Job Description – Client Account Manager

### Who we are

Cocoon Furnishings is a luxury trade & retail furniture showroom located in Oakville, Ontario. Our product offering encompasses all aspects of residential interior design with an eye to inspiring beautiful spaces. Our relationship with our clients is paramount and we work hard to deliver custom products with exceptional service.

### Who you are

We are in search of an individual with excellent selling, customer service and administrative skills to join our client sales team. You will work with the Director of Client Services in all aspects of sales and customer service. In your day to day work you will interact with clients, suppliers, technical partners, and our administrative and warehouse staff. We are looking for individuals who are:

- Results oriented
- Energetic – physically able to get your 10,000 steps in every day
- You loved to be organized and follow-up is second nature
- Have a passion for design and luxury home furnishings
- Accuracy and attention to detail is part of your DNA
- A team player who works well with colleagues and fosters open and constructive communication to ensure a consistent exceptional experience and contribute to a positive working environment
- Willing to take the time to learn our products and systems to promote and embody the Cocoon brand
- You go to the next step being a critical thinker
- Has a sense of personal style, polished appearance, refined taste and a discriminating eye

### Responsibilities:

- Engage and develop client relationships to drive sales
- Identify and scope out client interior design requirements
- Seek out quotes from suppliers and partners
- Present professional and detailed product solution presentations
- Track and monitor client orders and manage exceptions
- Provide a stellar client experience from consultation to installation
- Become very knowledgeable in our products, services, systems, and brand expression
- Be a problem solver and collaborate with our team to accomplish your sales goals

### Qualifications:

- 3-5 years experience in client sales in the design industry, high-end furniture or luxury retail
- Design accreditation and/or undergraduate degree preferred
- Expertise in the interior design process and strong knowledge base
- Proven ability to provide excellent customer service
- Experience working in a fast paced environment
- Excellent time management skills and able to multi-task and prioritize work
- A skilled problem solver and creative thinker
- Ability to work well with others. A team player with a positive attitude
- Strong computer skills (MS Word, Excel)
- Excellent English verbal and written skills

- Must be able to work well under pressure and handle stress well as in this position there are often deadlines

The position's regular working hours are Tuesday-Saturday, 9:30am-5:30pm, but there may be instances when you will need to be flexible with your time. Individuals with experience in home furnishings industry would be an excellent fit.

We provide a professional work environment where customer satisfaction and client care are at the core of our activities, and respect for the members of our team creates a positive experience. Cocoon Furnishings offers competitive employee programs that cover compensation, vacation, extended health and dental, and employee discount on store merchandise.

Job Type: Full-time

Compensation Range: \$50,000 to \$80,000

Contact: David Austin at [info@cocoonfurnishings.ca](mailto:info@cocoonfurnishings.ca)