

Client Sales Support Specialist

Who we are

Cocoon Furnishings is a luxury retail home furnishings and interior design store based in Oakville. Our product offering encompasses all aspects of home design including upholstery, case goods, lighting, carpet, bedding, artwork and accessories. Our relationship with our clients is paramount and we work hard to deliver beautiful products with exceptional service.

Who you are

We are in search of an individual with strong sales support and administration skills. You will work with the Director, Client Sales and Services, along with Client Sales Managers and provide administrative support to our trade and retail sales teams. We are looking for individuals who are:

- Results oriented
- You loved to be organized and follow-up is second nature
- 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 systems to support and embody the Cocoon brand
- You go to the next step being a critical thinker

Responsibilities:

- Sales administrative support to Client Sales Managers
- Sales quote creation and sale development tasks
- Product sourcing for client projects
- Sales order creation and ongoing order management
- Interface to Vendors to manage order acknowledgements, issues and claims
- Assist with client management and satisfaction support
- Other sales and administrative duties as required

Key Qualifications:

- 2 - 5 years of customer service and administrative responsibilities
- Strong computer skills in working with sales ordering process software, website product sourcing, MS suite of products – excel, word, outlook.
- Excellent communication skills (verbal and written) and interpersonal skills
- Proven ability to provide excellent customer service skills
- Experience working in a fast paced environment
- Excellent time management skills and able to multi-task and prioritize work
- Ability to be persistent at working to solve problems until a solution is found. A skilled problem solver and creative thinker
- Strong attention to detail
- Ability to work well with others. A team player with a positive attitude
- Knowledge of Storis ERP software is not required but would be an asset

This is a full-time position, Monday to Friday with regular working hours 9:00am-5:00pm. Individuals with experience in home furnishings or a similar 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 if needed.

Job Type: Full-time, Permanent

Salary: \$40,000.00-\$45,000.00 per year

COVID-19 considerations:

Currently showroom open by appointment to control numbers of customers in space. Our staff all wear masks in performing their job when in front of clients and other staff members. We provide masks and sanitization stations for our clients to utilize.

Contact: David Austin (info@cocoonfurnishings.ca).