

INSTALLATION MANAGER – EHSER SHOWROOM (SURREY)

Client

Sigma 3 (Kitchens) Ltd – Established in 1975 and a leading manufacturer and retailer of quality kitchens & bedrooms. Sigma 3 has 6 of its own Retail Showrooms across South Wales and England. We serve a large number of independent trade and builder accounts and pride ourselves in a quality product and a quality service.

To strengthen our Retail Division we are looking for an enthusiastic **Installation Manager** with the ambition and self motivation to support the drive for growth in our **Esher Showroom**. We are a highly reputable and respected company, who are seeking a talented individual to join our friendly and professional team.

Role

- Installation experience preferably within the kitchen/bedroom industries.
- Responsibility for installation from survey to completion to the complete satisfaction of our customers.
- Shared responsibility for installation teams (initially) progressing to full responsibility
- Excellent planning & communication skills.
- The ability to deliver the highest levels of customer care to discerning clients.
- You will, in this role, be expected to form effective relationships with both our Retail customers and our fitters.
- Ensuring that installation service levels meet the company's requirements.
- The ability to work to tight deadlines.

Requirements

- Strong commercial acumen ideally from within a consumer facing industry.
- The ability to understand and empathise with our Retail customer requirements.
- Experience of CAD Design is a positive advantage, although full training will be provided.
- Strong negotiation skills with a great work ethic and a “can do” approach.
- Meticulous eye for detail with an intellect to digest and learn a broad range of product information.
- Passion for improving the customer experience and the ability to see things from the customer perspective.
- A proven experienced problem solver.
- Able to get along with others and be a team player.
- Strong numeracy, literacy and IT skills.
- Car owner with full UK driving licence – company mileage paid for business miles.

Rewards

- ✓ The rare opportunity to work for the largest manufacturer of kitchens in Wales with an enviable reputation for quality and service built over more

than 45 years of trading. We have exciting plans to take this well-established business to new levels.

- ✓ This is **NOT** just a job – it's a career development opportunity within an established team and to be a part of Company growth plans.
- ✓ Competitive basic salary plus commission
- ✓ Job security - the staff-retention rate of the company is excellent.
- ✓ The opportunity to gain strong experience with a market leading name.
- ✓ 20 days holiday
- ✓ Pension
- ✓ PHI (this is an incapacity benefit)
- ✓ Life insurance
- ✓ A discretionary performance related bonus based on business objectives and Company profitability.