



Job Profile – Design Consultant

Job Purpose

The Design Consultant contributes to the overall success of the organization by selling and implementing the products and services offered by Stage Right Home Furnishings Inc..

Primary Duties and Responsibilities

The Design Consultant performs a wide range of duties including some or all of the following:

Staging

- Perform “walkthroughs” of prospect homes on behalf of real estate agent and/or homeowner.
- Take pictures of the home in its “before” state.
- Develop, on the spot, a staging plan to increase the perceived value of the home. The plan may include some or all of: furniture, lighting, art, accessories, window treatments, rugs, linens, painting, cleaning, repairs, and renovations, depending on the time available to us.
- Communicate the staging requirements/plan back to the office so a staging proposal can be developed and sent to the prospect within 24 hours of the walkthrough.
- Once the staging is confirmed via deposit, tag the required furnishings in the warehouse to reserve them for the staging.
- On the day of the staging, organize the inventory for loading on the truck. Assist in loading.
- With team, deliver furnishings to staging home. Assist in unloading of truck. Transform the home as per the plan on the staging day.
- Follow-up with the prospect after staging to ensure customer satisfaction with the work. Address any deficiencies in a timely manner.

Design

- Identify and analyze client needs and goals, budget parameters, safety requirements, and project schedules.
- Visit client's premises to review existing conditions and make required measurements.
- Prepare preliminary plans and design concepts for client approval.
- Develop presentations for client approval, including drawings (if required), sketches, colour and material boards, and or photographs.
- Estimate project costs. Provide cost estimates to the client for approval.
- Collaborate with our contractor team (e.g. renovation, electrical, painters, flooring installation).



Design (cont'd.)

- Advise clients on the selection of colour schemes, layout, lighting, furniture, floor coverings, curtains, paint, wallpaper and hardware products (e.g. curtain fittings).
- Review and evaluate projects on behalf of clients, during implementation and upon completion.
- Supervise and coordinate the installation and arrangement of furniture and furnishings.
- Undertake direct selling if working in the retail shop.

Quotes and Pricing

- Compile and send out quotes for all aspects of the business (staging, design, furniture sales, renovations) in accordance with management pricing policies.
- Ensure contracts (if required) are completed and signed by the client.

Purchase Orders / Shipping / Receiving

- Submit and track all purchase orders.
- Assist in the managing the receiving and delivery of all client furniture orders.
- Assist in unloading of staging truck and organizing staging inventory.

Project Management

- Develop project timelines. Review timelines with customers. Manage project and all resources (e.g. trucks, contractor team, 3rd parties, deliveries) against the agreed-to timeline.
- Maintain financial records for each project in a manner that facilitates effective management reporting.
- Provide information to clients about project progress.

Qualifications

Education

Although there are no specific education requirements, a Design Consultant at Stage Right must possess a creative design sense and space perspective. They must also possess the ability to articulate their ideas and suggestions in a manner that is confident and professional.



Knowledge, Skills and Abilities

The ideal candidate will have experience in:

- Space planning
- Selling flooring, furniture, window treatments
- Staging
- Sales and customer service
- Project Management

Proficiency in the use of computer programs for:

Order entry (Quick Books)
Word processing (Microsoft Word)
Spreadsheets (Excel)
E-mail (Outlook)
Internet

Personal Characteristics

The Design Consultants should demonstrate competence in some or all of the following:

Attitude: Positive "can do" attitude. Genuinely passionate about home design. Enjoys the fast pace, ever changing nature of small business. Takes pride in the completed product. Will do "whatever it take" to ensure the successful conclusion of a project.

Behaves Ethically: Understands ethical behaviour and business practices and ensures own behaviour and the behaviour of others is consistent with these standards and aligns with the values Stage Right.

Builds Relationships: Establishes and maintains positive working relationships with others both internally and externally to achieve customer and company goals.

Communicates Effectively: Speaks, listens and writes in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.

Focuses on Client Needs: Anticipates, understands, and responds to the needs of internal and external clients to meet or exceed their expectations.

Fosters Teamwork: Works cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance our effectiveness towards our customers.

Leads: Positively influences others to achieve results that are in the best interest of our customers and the company.



Personal Characteristics (cont'd.)

Makes Decisions: Assesses situations to determine the importance, urgency and risks of each element of a design or staging project, and makes clear decisions which are timely and in the best interests of the customer and the company.

Organized: Sets priorities, develops a work schedule, monitors progress towards goals, and tracks details, data, information and activities.

Plans: Determines strategies to move the goals of the customer and the company forward, creates and implements actions plans, and evaluates the process and results.

Solves Problems: Assesses problem situations to identify causes, gathers and processes relevant information, generates possible solutions, and makes recommendations and/or resolves the problem.

Experience

10 years of work experience, ideally 3-5 in an industry related environment

Working Conditions

Design Consultant

- Work in an office environment a minimum of 1 day a week.
- Work hours are sometimes long or irregular and may include weekends and evenings.
- May be required to lift and or pack and unpack light furniture and furnishings.
- Must be able to work effectively in a very responsive environment where requirements may change on a moment's notice.