

Luxury Showroom Staff

We will be conducting on the spot interviews on Tuesday, May 1st from 11am -4pm in our Design Center located 7680 North Federal Highway Boca Raton, FL 33487 and we would love to meet you. Candidates are interviewed on a first come first serve basis. There is no need to set up an appointment but please bring a copy of your resume and be prepared to discuss this exciting opportunity.

We were recruiting for several spots, Including a Showroom Manager, Temporary Full Time Showroom Associate and Part Time Associate.

At Miele, we are committed to building the strongest brand in the industry. Our 12 Experience Centers bring the Miele message and core value of "Forever Better" to life. As our chief brand ambassadors, Experience Center Managers are essential to delivering customer service that offers an exceptional shopping experience and drives sales results. The Miele Experience Center Manager is friendly, full of positive energy, has an entrepreneurial spirit and is driven to provide the highest levels of customer service.

Essential Functions

Sales Generation and Client Management

- Achieve financial objectives for the Center, including meeting or exceeding sales goals and ensuring the Center expense budgets are met.
- Analyze Center performance and create and implement action plans to respond to changing business needs and conditions.
- Set sales goals for the Center associates and monitor their performance against these goals.
- Manage existing and future clients/accounts to develop leads, initiate relationships and ensure repeat business and referrals.
- Maintain and enhance staff performance through continuous training and coaching.
- Communicate, implement and manage store marketing, merchandising and sales programs.
- Ensure that the Center utilizes excellent CRM practices and achieves the highest quality of customer profile capture with every transaction.
- Enter sales quotes and orders within company computer systems.
- Proactively develop a high level of product knowledge and expertise on Miele appliances and floorcare by attending training sessions, reading catalogs and manuals, and through self-guided training.
- Demonstrate enthusiasm for the brand and able to effectively communicate company and product features and benefits to Center team and clients.
- Responsible for operational and administrative duties of the Experience Center including, processing sales, stock management and replenishment, conducting physical inventory, maintaining demonstration and live appliances in pristine condition, and maintaining good housekeeping standards throughout the selling areas and demonstration kitchen.
- Ensure that Center is maintained in accordance with all company standards.

Events and Cooking Demonstrations

- Must be proficient in demonstrating product features and benefits on both live and demo appliances.
- Ability to speak comfortably in front of groups to present trainings and classes.
- Coordinate event logistics, staffing, timeline, schedules, and budgets. Negotiates events pricing and contracts. Budgets the event to realize profitability targets.
- Participate in all tasks related to event preparation and execution, including, food handling, event set up, cleaning, loading and unloading dishwashers, setting and clearing tables, handling laundry, and acting as serving staff.
- Experience Center Managers provide appliance and cooking technique training and education to clients through demonstrations in the Center, at client's homes, or at dealer locations.

Qualifications

- Previous sales experience in retail, design, or luxury retail preferred
- Strong initiative and ability to work without constant direction
- Goal oriented. Ability to stay focused on creating winning results
- Strong multi-tasking skills and ability to work in a fast-paced retail environment
- Strong understanding of customer service needs and priorities and willingness to “go above and beyond” in meeting client expectations.
- Friendly, enthusiastic and outgoing manner in interacting with clients and coworkers.
- Ability to communicate effectively and clearly with clients and coworkers in person, via phone and email.
- Comfortable working within the demonstration kitchen and being hands-on with food preparation and kitchen duties.
- Strong initiative and time management skills. Ability to work without constant direction.
- Ability to prioritize multiple tasks and work in a fast-paced retail environment.
- PC proficiency, Outlook, MS Word and Excel and ability to learn new computer applications.
- Professional image in personal appearance, manner, and demeanor.
- Ability to work non-traditional hours, including days, nights, weekends and holidays.
- Flexibility to perform different tasks based on day-to-day business needs.
- Able to stand for long periods of time, bend, kneel and use a step stool or ladder to reach overhead objects.
- Able to lift 25 lbs.
- A high school diploma is required.

Interested candidates that possess dedication, the skills to exceed our customer’s expectations as detailed herein and the drive to join a growing appliance brand are encouraged to apply online at www.mieleusa.com.

ABOUT MIELE

There are only a few brands in the world that have sustained their vision, traditions and high-quality standard for more than a century. Fewer still that can claim consistent family ownership and international brand name integrity. And only one that is recognized for creating the world’s most innovative appliances. Founded in Germany in 1899 with a single promise of Immer Besser, a phrase meaning Forever Better, Miele has dynamically grown to become the world’s largest family-owned and operated appliance company with over 16,600 employees, 12 production facilities, representation in nearly 100 countries and annual turnover of USD\$3.62bn (2009/10).

As a premium appliance brand represented on all continents, Miele is steadfastly committed to the highest quality, performance and environmental standards. The company’s innovative heritage, state-of-the-art design and engineering aesthetic have inspired comparison to other powerhouse German brands synonymous with innovation: Mercedes-Benz and BMW.

Miele’s range of exceptional consumer appliances includes: vacuum cleaners; laundry systems; rotary irons; dishwashers; built-in convection, speed, steam and combi-steam ovens; cooktops; ventilation hoods; refrigeration; wine storage and coffee systems. Additionally, Miele Professional (the commercial product division) offers dishwashers, washing machines, tumble dryers and rotary irons for commercial use as well as washer-disinfectors for medical, dental and laboratory applications.

To research further, we invite you to visit mieleusa.com for complete and detailed product information or miele-sustainability.com for our public communication regarding Miele’s commitment to our environment and its employees.

Miele is an Equal Opportunity Employer and supports and enforces a drug-free workplace. EOE/AA:M/F/D/V