



Recycled Timber | Milled Products | Joinery | Furniture Makers

SALESPERSON & RECEPTIONIST - JOB DESCRIPTION

Thor's Hammer has been recycling timber and making architectural products, joinery and high-quality furniture since 1994. We have built an excellent reputation for the work we produce in the ACT & surrounding region.

We are looking for a showroom salesperson and receptionist with great communication skills to be the first point of contact with our customers, and to guide them through our showroom, workshop and range of recycled timber products. You will need to be able to quickly gain an all round understanding of our product range, so an ongoing interest or background in design, building or home renovation would be useful preparation for the role.

Key duties will include:

- Greeting and welcoming customers and answering the phone.
- Dealing with enquiries and where appropriate doing a detailed discovery with the customer. Passing on briefs to our design team to follow up.
- Guiding customers through our showroom, timber stock and workshop.
- Making sales of our recycled timbers, architectural products (recycled timber posts & beams, flooring, cladding and decking, environmentally friendly finishes and hardware.
- Quoting and selling furniture and other products from our gallery.

We are committed to guaranteeing exceptional client care to complement the high quality of our products and services. If you too are focussed on delivering an impeccable client experience, we would love to hear from you.

About You

- Passionate about recycling timber and excited to work with our high-quality, environmentally friendly products. Environmental responsibility is at the core of everything we do at Thor's Hammer.
- A great listener and communicator with a wide variety of customers, including home renovators, builders, tradespeople and designers.
- Meticulous, with excellent attention to detail and to the admin components of the role.
- Positive and enthusiastic.
- Enjoy quickly moving between a variety of task, with strong abilities in time management and work organisation.
- Excellent verbal and written English.
- Clear handwriting and touch typing skills.
- Able to quickly learn and integrate new knowledge about our products and processes.



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Experience and background

- A minimum 2 years experience in customer service and sales.
- An ability to quickly learn new technical information - a practical or design background will help.
- Excellent general computer and organisational skills.
- Demonstrated success in previous roles.

Key Skills / Training Competencies (we don't expect you to have all these before you start)

- The ability to quickly create clear notes on client meetings and prepare short briefs for our designers to follow up.
- Understanding of timber as a material and knowledge of Australian timber species.
- Understanding of building and / or furniture construction and familiarity with key technical terms in the industry.
- Familiarity with sales and quoting software. We currently primarily use Google Suite (Sheets & Docs), Xero and Filemaker.

Working Environment

In 2019 Thor's Hammer moved to the old Tip Top Factory at 10 Mildura St, Griffith ACT. We have refurbished the classic 1954 building and created a beautiful display and office space downstairs and turned the old dough mixing rooms upstairs into a showroom and gallery.

We are about to adjust our opening hours, and the new times will be 8.30 am to 4.30pm Monday to Friday and Saturday 10 am to 2pm. You will need to be available for an average of a 40 hour week, plus a Saturday half day every 4 weeks.

Working at Thor's Hammer is a great opportunity to gain knowledge and experience working with our beautiful recycled Australian hardwoods and be a part of a team of committed and enthusiastic artisans and designers making high quality products from these timbers.

Remuneration

The position is full time with conditions (holiday leave, personal leave etc). The starting salary range is \$65K to \$75K plus super, and will depend on experience and qualifications.

Career Path

We envisage it will take around 6 to 12 months to develop a good understanding of our basic recycled timbers, natural finishes and furniture product ranges, and integrate some of our methods of communicating effectively with customers. Beyond that, there are many more of our custom products to get across, and sales and communication skills to continue to develop. If you have an interest and aptitude, in the longer term there is also potential to develop your design skills and learn to work with our customers on custom jobs and furniture designs.



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At Thor's Hammer, we are committed to helping you develop your skills, knowledge of our industry and level of responsibility, with corresponding increases in remuneration over time.

How to Apply

Email our Design & Sales team manager David Scerri - david@thors.com.au - with your CV and a cover letter referring to this job description and explaining why you're the right candidate for this role.