



WOODWIND INSTRUMENT SPECIALISTS

WOODWIND SALES ASSISTANT

(Specialising in Oboe)

ROLE

Position: Woodwind Sales Assistant (Oboe Specialist)

Reports to: Retail Manager and General Manager

Location: London Showrooms (London W1U 7PN)

Contract: Full Time (Regular part time days may be considered)

Working Hours: 5 days per week. Monday, Tuesday, Thursday, Friday 9.00am – 5.30 and Saturday 9.30 – 4.30

APPLICATION AND INTERVIEW

Application deadline 6th November 2024

Interview Interviews will be held at our London Showrooms. Date TBC

Format of Application: Please email Ben Couldwell, General Manager at ben@howarthlondon.com including your CV and a covering letter detailing why you are suitable for the role.

PURPOSE OF THE ROLE

Howarth of London is one of the largest woodwind specialists in Europe. As an essential part of our customer experience, you will be part of the team responsible for all aspects of retail sales, confidently handling instore, telephone and email enquiries, whilst upholding our reputation for exceptional customer service. All our shop staff are experienced players, and you will use your experience as an oboist to deliver specialist knowledge and advice to our customers.

JOB DESCRIPTION

Sales and Stock Responsibilities

- Maximise sales by actively approaching and assisting customers in finding and purchasing the required products that meets their requirements.
- Deal with customer queries face to face, in writing or by telephone ensuring they are dealt with in a timely manner whilst maintaining the highest of service standards.
- Unpack, test and check new instrument stock when they arrive to ensure they are in optimum playing condition. If additional setup is required, liaise with our onsite repair team.
- Process applications and set up rental agreements with customers instore and at distance, ensuring that paperwork is completed correctly and that appropriate instruments are matched to the hire.
- Evaluate and arrange the sale of pre-owned instruments on behalf of third parties.



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- Book in new stock deliveries and ensure prices are updated to reflect the latest costs.
- Monitor stock levels and advise the retail manager when stocks need reordering, preparing and submitting purchase orders to suppliers as requested.
- Attend exhibitions and events on behalf of the company. Some out of hours working may be required.

Team responsibilities

- Assisting with preparing the shop to open and close each day you are working.
- Ensuring that shelves are always well stocked, and displays are kept fresh and up to date.
- Ensuring that the shop is always maintained in a clean and tidy condition
- Assisting colleagues in other departments with customer enquiries during busy periods

Please note: This job description is not exhaustive, and amendments and additions may be required in line with future changes in policy, regulation or organisational requirements It will be reviewed on a regular basis.

CANDIDATE PROFILE

Essential

- Competent Oboe player, demonstrable to an advanced / professional standard, with a good working knowledge of the instrument and its repertoire.
- Demonstrable selling skills and ability to meet sales targets
- An understanding of and the ability to demonstrate excellent customer care skills
- Excellent numeracy and communication skills (both in person, by telephone and written)
- Self-motivated
- Excellent organisational skills with a proven ability to prioritise tasks and meet deadlines and to manage your time effectively.
- Have an excellent eye for detail and accuracy of paperwork.
- Self-aware and able to use initiative.
- Competent IT skills including proficiency in all Microsoft Office applications.

Desirable

- Previous experience working in a busy customer focused retail store environment.
- Sound understanding of other woodwind instruments.

Remuneration will be subject to experience