

VOLKER HAUG

Senior Sales Consultant

Volker Haug Studio produces decorative lighting for the international market from our Brunswick East design studio and workshop. We have a small but growing team, and we strive to make an enjoyable, flexible and inclusive workplace.

We are currently hiring for a full-time role in our studio within the client team.

The successful applicant will be responsible for end-to-end management of communications with our retail partners as well as local and international clients and designers.

Essential Experience

Extensive experience within the design industry.

A minimum of 5 years of sales or client relationship management experience.

Experience working with a CRM.

Demonstrated ability to build long-lasting relationships with both clients and colleagues.

Essential Qualities

Fantastic attention to detail and a critical approach to standards of quality and output.

Excellent organisational skills and the ability to effectively balance competing priorities.

Excellent time management skills with the capacity to set and work to deadlines.

Self-motivation and flexibility with drive and energy, particularly over peak sales periods.

Well-developed communication skills with a willingness to develop policies, procedures and work plans.

Ability to work and react to tight deadlines, and to work calmly and effectively under pressure.

Computer literacy and familiarity with a variety of software packages.

Desired Skills

Experience working within the lighting industry.

Familiarity with the materials and equipment involved in the decorative lighting industry.

Experience in reading schedules and architectural drawings.

Experience with InDesign, Photoshop and Office.

Position Description

Client Relationship Management

Build relationships with clients.

Keep accurate CRM records.

Monitor and respond to client and retailer emails.

Outreach and Presentation

Deliver bespoke sales presentations to clients.

Occasional travel, including domestic and international.

Attend and co-host client events as part of the studio team.

Establish and maintain the outbound sales strategy with the Client & Marketing Lead.

Design and Technical

Maintain detailed knowledge of all products, materials and specifications.

Research and maintain knowledge of global electrical and lighting requirements.

Assist with content creation and copywriting as required.

Administration and Project Management

Create quotes and invoices, process payments.

Update and monitor internal job tracking software to ensure assigned projects are proceeding correctly.

Communicate updates and progress to the various teams within the studio.

Provide general customer service and assist with issue resolution.

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Volker Haug Studio
2 – 12 St Phillip St, Brunswick East
Melbourne VIC 3057 Australia
Phone +61 3 9387 1803
Email info@volkerhaug.com
www.volkerhaug.com

Volker Haug Studio is an international lighting design practice based in Melbourne, Australia.

The multidisciplinary team works on lighting designs across architectural scales and contexts. The studio adopts a spirited design approach that engages with the curiosity of the viewer to produce a decorative lighting range that is at once playful and functional, sculptural and surprising.

Working with metals, ceramic and glass, each of our lights is assembled and finished by hand in our workshop.