

Showroom Manager | Battaramulla & Welisara

At our company, we believe that every small idea has the potential to **spark** something **extraordinary**. We foster an environment where creativity, passion, and innovation come together to fuel growth. When you join us, your unique **spark** isn't just encouraged - it's celebrated! Together, we create a workplace where every contribution, big or small, **transforms** into something remarkable.

The Role

We are looking for enthusiastic, retail- and digitally savvy individuals to join our growing team. As a **Showroom Manager**, you will play an integral role in driving performance and delivering an exceptional customer experience across our Phoenix retail showrooms and e-commerce platforms. Our goal is to provide customers with seamless and premium experience both in-store and online.

Key Responsibilities

- Oversee all aspects of showroom operations including staffing, inventory management, and customer service in collaboration with the Retail Manager.
- Develop and maintain strong relationships with key partners, vendors, and customers.
- Handle customer complaints promptly in line with company policies.
- Ensure the showroom and displays are consistently neat, organized, and fully operational.
- Track, analyze, and report on sales performance and operational metrics.
- Lead, motivate, and develop a team of retail sales professionals.
- Coordinate, monitor, and report on daily showroom operations.
- Supporting digital sales initiatives and online customer engagement were required.

Requirements

- Bachelor's degree in Sales, Marketing, or a related field from a reputed university (preferred).
- Minimum 2 years of experience in showroom or retail operations.
- Strong proficiency in MS Office.
- Excellent communication, leadership, and organizational skills.
- High attention to detail with flexibility to work on a rotating schedule.
- Ability to work independently and collaboratively in a fast-paced environment.
- Willingness to be assigned to either Battaramulla or Welisara location.

If interested, please send your resume, and cover letter to careers@phoenix.lk

