Tufenkian Artisan Carpets

Title: Operations & Sales Support Manager

Location: 20 Capitol Drive, Moonachie, NJ 07074

Job Type: Full-Time

Start Date: End of April

Job Description:

The Sales Support and Operations Manager will be the point of elevation for all customer service related matters. Responsible for overseeing and developing a team of Sales Support representatives and operations staff in Company-owned Showrooms. This position interfaces with all critical groups in the Company including Senior Management, Marketing, Sales, Inventory Control and Warehouse groups.

Primary Responsibilities:

- Manage staff of Sales Support Representatives locally and Showroom operations remotely.
- Point of elevation on issue resolution, provide guide to staff
- Special Projects for Sales Support / Operations
- Roll-out of company initiatives
- Interface with Outside Sales Team
- Develop and direct Staff Training Seminars
- Ensure staff is performing their duties to the fullest capacity. Report status, progress and metrics to Director on an as needed and periodically.
- Reporting and Analysis to ensure overall processing is as efficient as possible. Manage inventory assessment and reconciliations.

Qualifications

- It is critical that candidates can look at the big-picture and develop plans of action that can be implemented among diverse groups successfully and efficiently.
- 5+ years experience in sales support/customer service and solid experience in managing staff.
- Experience with hand-made, imported and/or high-end goods an advantage.
- Detail oriented with superior analytical and follow-up skills
- Ability to work under pressure and meet deadlines
- Excellent communication skills with pleasant and effective manner. Articulate in written and verbal communications.
- Ability to establish strong relationships with colleagues
- Adept at merchandising and product knowledge
- Advanced computer knowledge of MS Windows, Excel, Word.

Application Instructions:

Email resume and cover letter outlining why you are qualified for the position to Marisa Mesropian-Fisher, mmesropian@tufenkian.com.
**About the Organization:**

Tufenkian Artisan Carpets are recognized the world over for their unparalleled handmade character, premium materials, and timeless design. Tufenkian's Tibetan and Armenian carpets are area rugs which are expertly made according to ancient artisan traditions and remain vibrant and beautiful for generations. Their lifetime is measured in decades and centuries instead of years. Tufenkian’s commitment to beauty and quality, as well as our standard-setting humanitarian practices attracts world-class partner designers, including Barbara Barry, Clodagh, Laura Kirar, Mark Pollack, Kevin Walz, and Vicente Wolf. From award-winning programmed rugs to one-of-a-kind custom designs, Tufenkian Artisan Carpets offer the market's most enduring value.

**Disclaimer Information:**

Tufenkian Artisan Carpets is an equal opportunity employer.