



Showroom Sales Assistant

Turquoise Mountain Showroom | Job Vacancy

Organisational Background

Turquoise Mountain supports artisans and communities to protect and revitalise their heritage. Our work is rooted in the belief that cultural heritage has the power to transform lives. Founded in 2006 by His Majesty King Charles III, we work directly with artisan communities in Afghanistan, Jordan, Myanmar, Palestine, Saudi Arabia, and Syria. To date, we have trained and employed over 11,500 artisans, restored more than 180 historic buildings, provided primary healthcare to over 280,000 patients, and education and cultural heritage programmes to over 4,500 children.

Since 2016, Turquoise Mountain Jordan has worked with Jordanian, Palestinian, and Syrian artisans across more than 40 craft traditions, including woodworking, embroidery, mother-of-pearl inlay, jewellery-making, stone carving, and glass-blowing. To date, we have trained over 3,890 artisans and students, generated more than US\$2.6 million in artisan sales, supported over 340 artisans and workshops, and restored five historic buildings and cultural spaces across Jordan and the region.

Through training, restoration, bespoke commissions, exhibitions, and access-to-market initiatives, Turquoise Mountain Jordan continues to position traditional craftsmanship within contemporary global markets while supporting sustainable livelihoods and preserving the region's rich cultural heritage.

Role Overview

Position: Showroom Sales Assistant

Reports to: Commercial Lead



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Registered Office: Princes Exchange, 1 Earl Grey St, Edinburgh EH3 9EE

Turquoise Mountain Trust is a registered charity no. SC037343 and as a company no. SC299579



Location: Turquoise Mountain Showroom

Working pattern: Rotating eight-hour shifts, including morning and evening shifts

Role Purpose

The Showroom Sales Assistant is responsible for supporting and overseeing the showroom's daily operations. The role ensures a high-quality customer experience, accurate sales and inventory records, well-maintained product displays, timely order fulfilment, and consistent reporting to the Commercial Lead.

Key Responsibilities

1. Showroom Operations

- Support the day-to-day running of the showroom and ensure it operates efficiently and professionally.
- Open and close the showroom when assigned, following all required operational and security procedures.
- Ensure the showroom is fully prepared before opening, including product displays, cleanliness, sales materials, packaging supplies, and payment systems.
- Provide clear shift handovers, including updates on sales, customers, pending orders, stock issues, and operational matters.
- Cover showroom shifts during staff absences, annual leave, peak periods, or when additional support is required.
- Report directly to the Commercial Lead and provide regular updates on showroom operations, sales performance, customer feedback, and any issues requiring attention.

2. Customer Engagement and Sales

- Welcome and assist customers in a friendly, professional, and knowledgeable manner.
- Provide comprehensive information about Turquoise Mountain, its mission, crafts, artisans, and products.



- Explain product details, including their origins, materials, craftsmanship, production techniques, care instructions, and durability.
- Understand customers' requirements and recommend suitable products, commissions, gifts, or customisation options.
- Follow up with customers after their visits or purchases when required.
- Build and maintain strong relationships with customers to encourage repeat visits and sales.
- Record customer enquiries, requests, feedback, and relevant contact information accurately.
- Support the achievement of showroom sales targets and actively identify sales opportunities.

3. Sales and Payment Handling

- Process customer payments accurately using the available payment systems.
- Prepare and issue invoices, receipts, quotations, and price estimates.
- Ensure that all sales transactions are correctly documented and recorded.
- Reconcile daily sales, invoices, receipts, and payments at the end of each shift.
- Immediately report any payment discrepancies or system issues to the Commercial Lead and relevant finance team members.
- Follow the approved procedures for discounts, deposits, refunds, exchanges, and outstanding payments.

4. Order Management and Fulfilment

- Communicate confirmed customer orders and requirements clearly to the relevant team members.
- Receive, process, and prepare orders placed through the online store.
- Coordinate the packaging, collection, or delivery of local customer orders.



- Monitor pending orders and follow up with the relevant teams to ensure timely completion and delivery.
- Keep customers informed of order progress and communicate any delays or changes promptly.
- Maintain accurate records of orders, payments, delivery details, and customer communications.

5. Product Display and Visual Merchandising

- Arrange products in an attractive, organised, and commercially effective manner.
- Ensure that product displays are regularly refreshed and aligned with Turquoise Mountain's visual identity.
- Make sure products are correctly labelled and accompanied by accurate prices and relevant information.
- Monitor stock levels on display and ensure timely replenishment.
- Recommend improvements to product placement, showroom layout, signage, and customer flow.
- Support seasonal displays, product launches, promotions, and special campaigns.

6. Inventory Management

- Maintain accurate records of showroom stock, including owned and consignment products.
- Conduct regular stock checks and assist with periodic full inventory counts.
- Record all stock movements, including sales, returns, transfers, incoming products, damaged items, and items removed for events or photography.
- Identify low-stock items and recommend products requiring replenishment.
- Report damaged, missing, incorrectly priced, or incorrectly recorded products immediately.



- Coordinate with the procurement officer and relevant team members to receive new products, workshop top-up orders, and consignment items.
- Verify the quantities, quality, condition, prices, and documentation of all incoming products before adding them to showroom inventory.

7. Packaging and Dispatch

- Package and wrap products professionally for showroom purchases, local deliveries, gifting orders, and export shipments.
- Ensure that products are securely packed according to their material, size, weight, and fragility.
- Prepare the required product information, care instructions, labels, and supporting documentation.
- Coordinate with the relevant team members or delivery providers to ensure orders are dispatched accurately and on time.
- Maintain sufficient packaging and wrapping materials and request replenishment when needed.

8. Reporting and Analysis

- Prepare and submit accurate daily sales reports to the Commercial Lead.
- Maintain records of showroom footfall, customer enquiries, conversions, sales, and pending orders.
- Assist in preparing monthly reports.
- Highlight sales trends, customer preferences, operational challenges, and potential opportunities.
- Ensure that all reports are complete, accurate, and submitted within the agreed deadlines.

9. Paperwork and Documentation





- Maintain organised and up-to-date sales, customer, inventory, order, and payment records.
- Prepare, update, and file consignment agreements and related showroom documentation.
- Ensure that product records, supplier information, prices, and consignment terms are correctly documented.
- Maintain the confidentiality of customer, financial, and organisational information.
- Provide documentation to the Commercial Lead, finance team, or other relevant team members when requested.

10. Showroom Maintenance and Presentation

- Ensure that the showroom, storage areas, and garden remain clean, organised, welcoming, and presentable.
- Identify and report any required repairs or maintenance to the relevant manager.
- Follow up on reported maintenance issues until they are resolved.
- Ensure that lighting, furniture, displays, signage, equipment, and customer-facing areas are maintained in good condition.
- Support the safe handling and protection of products and showroom assets.

11. Events and External Sales Activities

- Support Turquoise Mountain events, exhibitions, pop-ups, markets, product launches, and other commercial activities when required.
- Assist with product selection, packing, transportation, installation, display, sales, and dismantling for external events.
- Represent Turquoise Mountain professionally and provide visitors with accurate information about its work, crafts, artisans, and products.
- Maintain accurate sales and inventory records for products taken to external events.





- Be available for occasional evening, weekend, or Friday events based on operational requirements.

12. Sales Development and Recommendations

- Share customer feedback and recommendations for new products, price points, product variations, packaging, and gifting options.
- Identify opportunities for upselling, cross-selling, repeat purchases, and customer follow-up.

Working Hours and Flexibility

- The role is based on a rotating schedule across Saturday to Thursday.
- The employee will work eight-hour shifts, which may alternate between morning and evening shifts depending on the showroom schedule.
- Flexibility is required to cover different shifts, staff absences, peak periods, and operational needs.
- Occasional Friday work may be required for special events, exhibitions, activations, or other business needs, with advance notice whenever possible.
- Attendance at certain events or activities outside the showroom may be required as part of the role.
- Salary range 500-600 JOD based level of experiences.

How to Apply

Interested candidates should submit their CV and a short cover letter to **Hr.jo@turquoisemountain.org**, with the subject line "Showroom Sales Assistant Application."





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Turquoise Mountain is an equal opportunity employer and welcomes applications from all qualified candidates.



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