We're Hiring: Sales & Client Experience Specialist

Location: TUCK Studio | 115 Prince William Street, Saint John, NB
Position: Full-Time | Tuesday–Saturday | 35–40 hours per week

About the Position

TUCK Studio is looking for an enthusiastic, motivated, and personable Sales & Client Experience Specialist to join our growing team. We are an independent, design-led business where exceptional service, meaningful relationships and a genuine love of beautiful spaces come together.

This is primarily a sales-focused role, centred on building strong client relationships, delivering exceptional customer experiences, and helping clients select furniture, lighting, rugs, art, home décor, and more.

We're looking for someone who is passionate about sales, genuinely enjoys working with people, and is excited to develop extensive product knowledge and contribute to the continued growth of TUCK.

Beyond sales, we're also interested in the additional skills, experience, and interests you bring to the table. As a small, collaborative team, our responsibilities often extend beyond our primary roles, creating opportunities to develop new skills, take ownership of projects, and grow professionally.

Key Responsibilities

Sales & Client Relationships

- Provide exceptional, personalized customer service in-store, over the phone, via email, and through online channels.
- Proactively greet and engage every client with warmth, confidence and genuine interest.
- Build and maintain meaningful, long-term client relationships that encourage repeat business and referrals.
- Confidently sell furniture, lighting, rugs, local art, home décor, and other products from TUCK's carefully curated collections.
- Develop comprehensive knowledge of our brands, products, materials, finishes, customization options, and pricing.

- Understand clients' needs, preferences, budgets, and timelines to provide thoughtful, informed recommendations.
- Prepare quotes, process sales and special orders through Shopify, and proactively follow up with clients throughout the purchasing process. Take ownership of a pipeline of inquiries, quotes and follow-ups, ensuring opportunities and commitments never fall through the cracks.
- Work toward individual and team sales goals, contributing to the overall growth and success of the business. Understand sales performance, maintain momentum and take initiative to achieve results.
- Collaborate with our Tuck Interiors team to provide a seamless client experience from initial inquiry through delivery.
- Assist with resolving customer questions and concerns in a professional, timely, and solutions-oriented manner. Take responsibility for follow-through, acknowledge mistakes and work collaboratively toward solutions.

Showroom & Store Operations

- Maintain a welcoming, organized, and beautifully presented showroom.
- Assist with visual merchandising, product displays, furniture arrangements, and seasonal showroom updates.
- Process transactions and manage customer orders using Shopify POS.
- Support daily store operations, including inventory organization, product replenishment, and general upkeep.
- Assist with receiving, unpacking, moving, and organizing merchandise as needed.
- Work collaboratively with the team to ensure the showroom operates efficiently and clients receive a consistently exceptional experience. Work with purpose and a sense of urgency, identifying useful tasks and opportunities during quieter periods.

Additional Skills & Opportunities

At TUCK, we recognize that people bring a wide range of talents and interests beyond their primary responsibilities.

While sales and client relationships will remain the focus of this position, we're particularly interested in candidates who have experience, skills, or an interest in contributing to other areas of the business, including:

- **Marketing & Social Media:** Content creation, social media management, digital marketing, and community engagement.
- **Photography & Styling:** Product photography, visual storytelling, showroom styling, and merchandising.

- **E-Commerce & Technology:** Shopify product listings, website updates, WordPress, and online store management.
- **Operations & Logistics:** Shipping and receiving, inventory management, delivery coordination, and order fulfillment.
- **Client & Vendor Support:** Supplier communications, order tracking, warranty claims, and problem resolution.

Experience in these areas is not required. We're interested in discovering your individual strengths and identifying opportunities for you to contribute and grow within the team.

Who We're Looking For

Our ideal candidate is someone who combines strong sales instincts with excellent interpersonal skills, initiative, and a genuine appreciation for design.

We're hoping to find someone who:

- Has previous retail or relationship-based sales experience, ideally in furniture, home furnishings, interiors, or a related industry.
- Is confident, approachable, and genuinely enjoys engaging with clients. Brings positive energy, a welcoming manner and an instinct for making people feel comfortable.
- Is motivated by sales goals and takes pride in delivering results.
- Has a strong interest in furniture, interior decorating, art, and home décor.
- Communicates clearly, professionally, and warmly, both verbally and in writing.
- Is highly organized, detail-oriented, and capable of managing multiple clients, orders, and priorities.
- Demonstrates initiative, sound judgment, and strong problem-solving skills. Takes ownership of responsibilities and follows through without needing constant direction.
- Is comfortable using technology and eager to learn new systems and processes.
- Works well independently while thriving in a collaborative team environment.
- Is adaptable, dependable, and willing to contribute wherever needed.
- Is curious, eager to learn, and interested in taking on new responsibilities over time.

Additional Requirements:

- Availability to work full-time, Tuesday through Saturday.
- Ability to assist with physically demanding tasks, including lifting and moving furniture and merchandise with assistance.
- Valid driver’s license preferred.

What We Offer

- Competitive compensation based on experience, qualifications, and additional skills.
- Full-time employment, approximately 35–40 hours per week.
- Comprehensive health and benefits package.
- Pension matching.
- A collaborative, supportive, and creative work environment.
- The opportunity to work with exceptional furniture, lighting, art, and home décor brands.
- Ongoing product education, professional development, and opportunities to expand your skill set.
- Meaningful opportunities to take on additional responsibilities and grow your career as TUCK continues to evolve.

How to Apply

Please email your resume and cover letter to:

Heather Anderson, Director of Operations
heather@tuckstudio.ca

Subject: Sales & Client Experience Specialist Application

In your cover letter, we'd love to learn about your sales experience, your interest in TUCK, and any additional skills, talents, or interests you could bring to our team. **Please also tell us what resonates with you most about "THIS IS TUCK" and why.**

Please note:

- No phone calls, texts, or social media inquiries regarding this position, please.
- Only candidates selected for an interview will be contacted.
- All applications and inquiries will be treated confidentially.
- Start date anticipated to be January, 2027.