



Studio and Customer Service Manager

About Hub

At Hub Furniture, we believe creating a story between architecture, interiors and furnishings results in something very special.

With an emphasis on original, thoughtful design and uncompromising quality, Hub connects the imaginative with the practical, resulting in a curated mix of the world's best furniture, lighting, and living.

About the role

We are looking for a Studio and Customer Service Manager to contribute to the smooth running and growth of our business. You will help manage the day to day running of the studio, showroom, and office as well as our growing roster of exciting projects.

You will be responsible for overseeing the administrative side of the studio, including sample management and supplier/product requests. Other key tasks include managing all customer and client queries, marketing, showroom, and administrative support.

You will be representing the brand in a front-line capacity and will work closely in partnership with Brand & Business Manager and Creative Director to deliver a wide range of projects.

Tasks and responsibilities include but are not limited to:

Studio Management

- Take care and keep record of material samples for the library, showroom, and project teams.
- Ensuring our sales team has up to date accurate selling tools including price lists, catalogues, samples and product information.
- Maintaining accurate and efficient electronic library systems for supplier samples and product images.
- Assisting in the design, distribution, and management of print and digital marketing material.
- Prepare and handle project presentation materials for sales team as required.
- Liaise with suppliers to ensure each brands image library is up to date with the latest content and images.

Customer Service

- Manage the reception desk, answering phone calls, and inbound emails
- Provide input and feedback at operation and sales meeting

Administrative Support

- Manage ordering, inventory, and budgets for office supplies.
- Oversee the integrity of the conference room, meeting spaces booking processes and schedules.
- Serve as the liaison for studio and showroom maintenance, repairs or inquiries

The ideal candidate will have:

- Experience in either customer service or studio management
- Strong experience working with digital management software program (strong Microsoft Office experience)
- Strong communication skills and team player attitude
- Self-motivated, pro-active, solution and detail-oriented
- High proficiency in critical thinking and problem solving

What Hub Offers:

- Opportunities to learn and develop your skills and career, where you will play a key role in the exciting growth journey of Hub Furniture.
- An inspiring and always evolving workspace.
- Excellent training and professional development.

Apply

Apply now by sending your CV and cover letter to Ben Esakoff
besakoff@hubfurniture.com.a