

Job Title: Gallery & Client Experience Coordinator

Education: High school diploma or GED required; degree or experience in customer service, retail, sales support, or design preferred.

Hours (Part-Time): 20-30 hours/week

Salary: Hourly, non-exempt; expected starting wage of \$18-\$23/hour.

Reports To: Janice Hildebrandt (Operations & Showroom Management)

Works Closely With: Director of Sales, Sales Team, Fulfillment Team and Marketing

JOB DESCRIPTION

Main Functions

- Maintain and own the Omaha showroom appearance, organization, and readiness.
- Create a 5-star experience for showroom visitors and callers.
- Capture, assign, track, and follow up on incoming leads, missed opportunities, and CRM/Podium activity to ensure timely handoff to the appropriate designer or sales representative.
- Keep product displays, sample books, and marketing materials current and complete.
- Support sales growth by ensuring leads and client needs do not fall through the cracks.

General Summary

The Gallery & Client Experience Coordinator is responsible for keeping the Omaha Hunter Douglas Gallery showroom welcoming, organized, current, and fully operational. This role owns client experience, lead follow-up, showroom readiness, and accurate CRM/Podium tracking for the Omaha location.

Essential Functions

Showroom Ownership

- Maintain the Omaha showroom so it is clean, organized, professional, and presentation ready.
- Keep displays, sample books, and marketing materials current and complete.
- Coordinate replacement or reordering of missing, outdated, or damaged materials.
- Complete regular showroom audits for the Omaha location.

Client Experience & Customer Service

- Greet showroom visitors and callers warmly and professionally.
- Assist clients with basic product information and showroom navigation.
- Support designers and sales consultants by ensuring clients are cared for while in the showroom.
- Answer phones and return missed calls promptly.

Lead Management & Follow-Up

- Monitor leads from Podium, CRM, website, and showroom visits, ensuring each lead is accurately captured and routed to the appropriate designer or sales representative.
- Enter, assign, track, and follow up on leads to confirm timely response, while the assigned designer or sales representative owns the sales relationship and next steps.
- Identify stalled, inactive, or missed opportunities and help re-engage them.
- Maintain accurate lead notes, contact information, statuses, and activity history.
- Provide visibility into lead capture, assignment, aging, and follow-up status as needed.

CRM & Administrative Support

- Keep customer records, project details, referral sources, and communication history accurate.
- Monitor tasks, reminders, and workflow activities to support timely completion.
- Assist with reporting on lead activity, showroom traffic, and sales support efforts.

Team Collaboration

- Work with sales, operations, and marketing to support showroom and company goals.
- Communicate showroom needs, inventory needs, and client feedback to manager.
- Participate in meetings, training, and continuous improvement as needed.

Professional Development

- Complete assigned Hunter Douglas, product, technology, and professional development training.
- Stay informed on new products, promotions, and showroom updates.

Success in This Role Looks Like:

- The Omaha showroom is clean, current, complete, and 5-star ready.
- Leads are entered, assigned, tracked, and followed up on promptly.
- Missed opportunities are identified and re-engaged.
- CRM and Podium records are accurate and up to date.
- Clients receive a consistent, professional, welcoming experience.

Key Performance Expectations

- Enter and assign all new leads within 1 business day.
- Complete weekly missed-opportunity follow-up.
- Complete monthly showroom audits for the Omaha location.
- Keep sample books, displays, and CRM records current and accurate.
- Respond to clients within 1 business day.