

Showroom Manager

Hästens Melbourne · Collins Street



Full-Time: \$95,000 + Commission
Roster: Tuesday - Saturday
Reports to: Brand Manager

Hästens is seeking a full-time Showroom Manager to lead our Melbourne showroom and represent the Hästens brand at the highest level in Australia.

For over 170 years, Hästens has been dedicated to the pursuit of the world's best sleep — through craftsmanship, natural materials, and a philosophy grounded in wellbeing, mastery, and respect. Each Hästens bed is handmade in Sweden, reflecting generations of knowledge and an uncompromising commitment to quality.

The Melbourne showroom is an intimate, appointment-led environment, designed for thoughtful engagement rather than high foot traffic. This role is suited to someone who understands that true luxury is calm, intelligent, and deeply human and comfortable working solo.

THE ROLE

As Hästens Showroom Manager, you will be responsible for the day-to-day operation of the Melbourne showroom and the delivery of an exceptional Hästens customer experience.

You will lead all in-store activity — welcoming clients, guiding bed tests, managing enquiries, and overseeing the full customer journey from initial contact through to long-term relationship development. You will act as the custodian of the showroom environment and the Hästens philosophy within the Melbourne market. You will develop networks outside of the showroom environment to drive connections, foot traffic, partnership and collaboration opportunities whilst working mostly solo within the showroom.

Travel to Sweden and participation in global Hästens sales meetings will be linked to successful budget outcomes. While this is a sales role, it is not transactional in nature. Success is achieved through patience, knowledge, and trust.

KEY RESPONSIBILITIES

- Manage the daily operation of the Melbourne Hästens showroom
- Deliver world-class, appointment-led client experiences and bed tests
- Act as the primary Hästens representative on site, embodying brand values at all times
- Manage client enquiries, follow-ups, and long sales cycles with care and precision
- Ensure all sales processes, documentation, and customer records are managed accurately
- Develop and maintain networking opportunities to increase brand awareness and pipeline
- Maintain impeccable showroom presentation in alignment with Hästens standards
- Support sales targets through thoughtful, client-centred engagement
- Collaborate with senior management on strategy, reporting, and showroom performance
- Develop a deep understanding of Hästens products, materials, and sleep philosophy
- Identify opportunities for refined in-store moments and client engagement initiatives
- Ensure the showroom operates with the customer always in mind

ABOUT YOU

- Experience managing or leading within a luxury retail or service environment
- Appreciation that true luxury is quiet, informed, and deeply respectful
- Comfortable working with low foot traffic and long decision-making cycles
- Calm authority, attentiveness, and emotional intelligence in client interactions
- Values quality, craftsmanship, and mastery over hard selling
- Highly organised, detail-focused, and accountable
- Clear, thoughtful, and professional communicator
- Self-motivated and driven
- Pride in representing a brand with heritage and responsibility

REPRESENTING HÄSTENS

As Showroom Manager, you will represent the Hästens blue-check values in your work and interactions: Awake, enlightened, empowered, committed, open, business-minded, accountable, and respectful. You will ensure that every client interaction reflects Hästens' commitment to wellbeing, mastery, and world-class service.

WHY WORK WITH HÄSTENS

- Represent one of the world's most respected luxury sleep brands
- Work within a calm, considered showroom environment
- Be part of the foundational growth of Hästens in Australia
- Receive extensive product and philosophy training
- Opportunity for ongoing development through Hästens globally
- Staff benefits aligned with the Hästens product philosophy

HOW TO APPLY

Please submit your CV along with a short cover letter outlining your interest in Hästens and your approach to luxury service and leadership to:

Matthew Lucas, Group Director
matthew@greatdanefurniture.com