



SMART SPACES

Showroom Manager

Tech Superpowers LLC d/b/a TSP Smart Spaces

Boston, MA

Job Type: Full-Time

About Us

TSP Smart Spaces is a leading provider of intelligent home and AV solutions in the Boston and New England area. We're revolutionizing how technology integrates with design in both residential and commercial spaces.

Our Mission

Life is elevated through expertly tailored technology.

We aim to be a nationally recognized technology provider, achieving excellence in implementing technology that 'works like magic' in complex business and home environments.

Core Values

Client Focus: Viewing every interaction through the eyes of the client.

Measure Twice, Cut Once: Implementing top-to-bottom quality management.

An Eye on the Horizon: Continuous research and innovation.

Teamwork and Trust: Empowering staff for smart, timely decisions.

The Joy of Technology: Believing in technology's power to enrich life.

Integrity and Hard Work: Upholding strong work ethic and integrity.

Social and Environmental Responsibility: Commitment to community and sustainability.



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Job Description

The Showroom Manager is not just a role; they are the heartbeat of TSP Smart Space's Experience Lab, driving success through exceptional hospitality.

The Showroom Manager is responsible for the success and smooth operation of TSP Smart Space's Experience Lab. This hospitality-focused role oversees the daily showroom activities, assists visitors and the internal team, and handles event logistics for in-house events.

Key Responsibilities:

Showroom Management

- Maintain the showroom's cleanliness, organization, inventory, and overall appearance daily, ensuring the space is 'tour ready' Monday through Thursday, 9 am to 5 pm.
- Greet and assist showroom visitors, providing a memorable guest experience
- Welcome guests in a friendly and generous manner. - How can we blend this in? This person needs to be warm, welcoming and in tune with guests.
- Conduct showroom tours as needed
- Coordinate logistics for appointments, meetings, and demonstrations within the showroom

Administrative

- Maintain tour and event visitor counts and costs
- Maintain office supply and food item inventory
- Manage the activities of and provide feedback to the cleaning crew
- Weekly expense management: enter all receipts into Emburse by end of business each Friday
- Log, communicate, and track maintenance issues to completion with appropriate TSP staff and building management, including any technology used for tours and events, and ensure repairs are completed promptly
- Monitor marketing collateral inventory levels, restocking products as needed
- Maintain product sample/demo library and checkout process, liaising with the inventory team for any issues or restocks as needed
- Create and maintain documentation and SOPs related to office and showroom management
- Assist with the coordination of team-building events as needed



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- Assist with the preparation and distribution of giveaways and end-of-year holiday gift baskets to clients
- Schedule and photograph new hires according to photography guidelines
- Perform general administrative tasks, including acceptance of packages, answering phones, responding to emails, and providing administrative support to the team as needed

Special Event Management

- Attend Marketing meetings and assist with special event and marketing activities in partnership with the MSP and HA Directors of Marketing and Director of Business Development
- Provide overall support to Event Lead(s) for any showroom special events and coordinate overall event logistics to ensure a seamless experience for attendees
 - i. Schedule kickoff meetings, ensuring appropriate team members are included. Create event plans in preparation for the meeting and ensure logistical details are reviewed and confirmed during the meeting
 - ii. Coordinate the event setup (research caterers, furniture rentals, etc.) and ensure the event details are on track and any issues are communicated to the Event Lead promptly
 - iii. Assist Event Lead with promotional materials, signage, and displays for events
 - iv. Photograph special events or projects if requested and approved, following guidelines provided by the Marketing Director
- This job description serves as a general summary of responsibilities; additional duties may be assigned.

Key Qualifications and Skills

This role requires a blend of strategic thinking, operational excellence, and a deep commitment to client satisfaction.

- 5 years of showroom or boutique hotel experience is required, preferably in a luxury environment
- Hospitality Focused: Proven experience providing a high level of client service
- Organization Skills: Strong organizational skills with attention to detail are essential for managing multiple responsibilities across different areas. We expect you to be self-motivated in tracking and sharing the work that you've done in all areas.



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- **Communication Skills:** Excellent communication skills (written & verbal) are required to interact with team members and external stakeholders professionally
- **Time Management:** The ability to prioritize tasks, meet deadlines, and adapt to changing priorities is crucial for success in this role
- **Technical Proficiency:** Using TSP's standard set of office software and other relevant software applications is necessary. Proficiency with and familiarity with the showroom's demo solutions to perform a high-level overview of the showroom to walk-in clients
- **Confidentiality:** Demonstrated ability to handle sensitive information with utmost privacy and discretion is expected
- **Team Player:** Willingness to collaborate with colleagues across different departments/teams in a positive and supportive manner is essential
- **Problem-Solving Abilities:** Strong problem-solving skills are required for identifying issues proactively and finding practical solutions, especially in internal operations processes
- **Adaptability:** The ability to work in a fast-paced environment, adapt quickly to changing priorities or requirements, and take on new responsibilities as needed is important
- **Situational Awareness:** The ability to perceive, understand, and effectively respond.

TSP Smart Spaces is committed to equal employment opportunity and non-discrimination for all employees and qualified applicants without regard to a person's race, color, sex, gender identity or expression, age, religion, national origin, ancestry, ethnicity, disability, veteran status, genetic information, sexual orientation, marital status, or any characteristic protected under applicable law. TSP Smart Spaces will make reasonable accommodations for qualified individuals with known disabilities under applicable law.

Compensation: Up to \$80,000 plus bonus