

KASTHALL



JOB TITLE:

CUSTOMER SERVICE & SHOWROOM COORDINATOR

Location: Kasthall New York, 29 Howard Street

Company: Kasthall

ABOUT KASTHALL

Kasthall is a Swedish design house with over 135 years of heritage, creating timeless rugs and textile flooring for public spaces, offices, homes and private homes and contract spaces worldwide. Our craftsmanship, design and commitment to sustainability make Kasthall a trusted partner for architects, designers, and design lovers globally.

CUSTOMER SERVICE & SHOWROOM COORDINATOR

We are now seeking a Customer Service & Showroom Coordinator to join our New York team. This is a full-time, on-site position based in our showroom on Howard Street, SoHo. The role is central to ensuring a professional and welcoming experience in our showroom, while supporting the outbound sales team with operational excellence.

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YOUR RESPONSIBILITIES WILL INCLUDE:

- Acting as the first point of contact in our showroom: greeting guests, clients, and partners with warmth and professionalism.
- Supporting sales activities through CRM management, order entry, and client follow-up.
- Coordinating logistics, shipping, and sample handling to ensure smooth project execution.
- Assisting with payment processing and administrative routines.
- Maintaining showroom standards, ensuring displays and product presentations reflect Kasthall's design values.
- Providing general support to the sales team in their day-to-day operations.

WE ARE LOOKING FOR SOMEONE WHO:

- Has experience from customer service, showroom, or sales support roles—ideally within design, interiors, or related industries.
- Is structured, service-minded, and comfortable handling multiple tasks at once.
- Communicates fluently in English (other languages are a plus).
- Enjoys working in an international environment and understands the importance of both detail and hospitality.
- Is comfortable with digital tools (CRM/ERP systems, Microsoft Office, etc.) and has an interest in learning new platforms.

WHAT WE OFFER:

- An inspiring workplace in the heart of SoHo, surrounded by world-class design.
- The opportunity to be part of a global Swedish design brand with a strong reputation.
- A varied role that combines customer service, operations, and showroom hosting.
- Close collaboration with colleagues in New York, Sweden, and across Kasthall's global network.

COMPENSATION:

Salary range for this position is **\$50,000 – \$60,000 annually**, depending on qualifications and experience.

EQUAL OPPORTUNITY EMPLOYER:

Kasthall is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, or veteran status.

WORK AUTHORIZATION:

Applicants must be legally authorized to work in the United States. Kasthall is unable to provide visa sponsorship for this role.

If you are passionate about design, organized in your way of working, and motivated to contribute to a growing team, we would love to hear from you.

Please send your application, including CV and short motivation, to **HR@kasthall.com**

Applications will be reviewed on a rolling basis, with the final deadline for applications being September 14th.