



Client Experience & Showroom Assistant

Furniture

Position Type: Full-time, permanent

Location: Edmonton, AB

The Opportunity

Join the award-winning RGO team—recognized as a Best Workplace in Alberta and one of Canada's Best Managed Companies—by stepping into the role of Client Experience & Showroom Assistant.

Reporting to the Furniture Sales Manager, you will play a key role in creating a welcoming, professional, and memorable experience for every client, visitor, and team member who walks through our doors. You are the face of our showroom and office, ensuring our spaces are presentation-ready, our guests feel valued, and our day-to-day operations run smoothly.

This role combines client hospitality, showroom coordination, event support, and administrative assistance, making it ideal for someone who enjoys building relationships, staying highly organized, and taking pride in creating exceptional experiences. You will work closely with our sales, leadership, and administrative teams while providing support and coverage for office administration functions as needed.

What You Will Do

- Create exceptional first impressions by welcoming clients, visitors, and vendors and ensuring a seamless showroom experience.
- Coordinate client meetings, tours, presentations, and events, including hospitality, catering, signage, room setup, and event logistics.
- Maintain showroom, meeting room, and client-facing spaces to ensure they are organized, professional, and presentation-ready.
- Manage hospitality, office, and showroom supplies, including the materials library, product samples, and vendor resources.

- Support employee onboarding through workstation setup, office readiness, and internal communications.
- Update showroom displays, digital screens, signage, and other client-facing communications.
- Lead the organizing of employee events, fundraising initiatives, and social committee activities.
- Provide backup reception and administrative support, including phone coverage, mail and courier coordination, travel arrangements, and general office support.
- Support leaders with administrative projects, reporting, records management, and maintaining information within corporate systems.

What You Will Bring

- 3+ years of experience in client service, hospitality, reception, administration, event coordination, or a similar customer-focused role.
- A genuine passion for creating welcoming, memorable experiences for clients, visitors, and colleagues.
- Exceptional communication and relationship-building skills, with a professional and polished presence.
- High levels of discretion, professionalism, and integrity, with the ability to manage confidential information appropriately.
- A proactive, self-starter mindset with the confidence to work independently, take initiative, and deliver results with limited direction.
- Strong organizational, time management, and problem-solving skills, with the ability to manage competing priorities.
- A continuous improvement mindset and a willingness to identify opportunities to enhance processes, efficiency, and the overall client experience.
- Excellent attention to detail and pride in maintaining organized, polished, and professional environments.
- Proficiency with Microsoft Office applications, including Outlook, Teams, Word, Excel, and PowerPoint.
- A positive, collaborative attitude and a willingness to support a variety of teams and business functions as needed.

About RGO

RGO has been shaping inspiring workspaces across Western Canada since 1966. With deep Alberta roots and over 200 team members in Calgary, Edmonton, and Canmore, we help organizations thrive through innovative furniture, technology, and design solutions. As Alberta's exclusive Steelcase dealer and a partner to 200+ vendors, we continue to lead the way in workplace innovation.

Our mission is to turn every place into a space for inspiration and success. Guided by our vision—to unleash the full potential of spaces—we live our values every day: Pursuit of Excellence, Powerful Collaboration, Positive Drive, and Prioritize Care.

Perks & Benefits

- Flexible work environment
- Comprehensive benefits including RRSP matching
- Performance based awards
- Career growth opportunities
- Employee recognition program
- Education reimbursement
- Fitness Subsidy
- Free parking

To apply, please submit your application to careers@rgo.ca.

We appreciate the interest of all applicants and candidates for consideration will be contacted. Any offer of employment will be conditional upon the successful completion of background checks, reference checks, and pre-employment health assessments, where applicable.

