

## Client Advisor - Bicester Village

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Company: Loro Piana

Location: United Kingdom

Category: business-and-financial-operations

### Position

The Client Advisor represents the Company with clients. Is a professional in the sales of luxury goods, puts his/her talent at the Company service and for the satisfaction and loyalty of every customer. Cooperates for reaching the qualitative and quantitative goals set in his/her department and in the store

### Responsibilities

Is polyvalent, constantly operating to serve the store, with the aim of achieving the highest customer satisfaction

Is aligned to the style and to the Brand qualitative standards during the whole sales process and after- sales

Cooperates with his/her colleagues in order to create a positive environment in the store and pays attention to his/her performance level

Receives and displays the products according to the established procedures

Constantly maintains a tidy working place according to the Company guidelines

### Sales

Is responsible for the sales process following the Company standards ("Loro Piana Selling Ceremony")

Provides and maintains a high level of customer service

Manages commercial relations with clients in order to assure the highest level of satisfaction and enhancing each phase of the commercial relation

Takes part in the store and department meeting

### **Client Management and CRM**

Ensures the after-sales service with the same level of efficiency and care, in order to maintain the clients satisfaction and loyalty with the aim of promoting the Brand image

Manages claims with the supervisor support

Turns every touch point with customers into a positive situations, always promoting Brand image

Communicates to the Management the collected information regarding clients

Executes the follow up of clients' requests

### **Product**

Participates to all the product presentations (of all the product categories) done in the store

Deeply knows all products of his/her category and is promptly updated on all the product categories present in the store

Ensures the appropriate care (cleaning, cure, replacement, etc.) of the store

### **Visual**

Takes care of the display maintenance in his/her sector, pointing out if something is missing or in need of maintenance

### **Stock**

Is always updated on the store stock in order to optimize sales

Participates to end of the year, sector and rotation inventory for each product category

### **Thefts and losses**

Respects the assigned position in order to prevent thefts and losses in cooperation with the colleagues in case of moving

Swiftly points out to his supervisor if something is missing

## Profile

Previous work experience in a luxury boutique

Able to manage stress, adaptable and flexibility

Teamworking skills

Problem solving skills, sense of neatness and accuracy

Strong computer skills and ability to work effectively with Microsoft Office and Outlook; SAP

Retail experience preferred

Good knowledge of English

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