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CLIENT ADVISOR MANCHESTER

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Company: Bulgari S.P.A

Location: United Kingdom

Category: business-and-financial-operations

Position

MISSION

The Client Advisor acts as an ambassador of Bulgari and is responsible to create, stimulate and maximize sales opportunities by promoting product attributes to the customer, developing and enhancing their skills to increase sales results, and participating in the promotion of a positive work/store environment.

Profile

Accountabilities

- To work as a team with management and co-workers to achieve personal and store goals
- Contribute to the store and service KPIs achievement
- To acquire, build and maintain an active client book
- To achieve and exceed monthly and yearly sales targets
- To communicate with management about opportunities to develop community relationships and to explore potential events to increase brand awareness and customer loyalty among new and existing clients
- To be professional, approachable, knowledgeable, and gracious in all interactions
- Ensure that all front areas of the store are clean and products are displayed
- To strive to be a customer service oriented to ensure a positive shopping experience

Profile / Skills

- Fluency in English

- Proven experience in Jewelry or Watches Brand is a must
- Knowledge/previous experience in Luxury business - Fashion Luxury
- CRM techniques and tools
- Proactive selling
- Initiative and Negotiation Skills
- Business Acumen

Soft skills

- Customer focus
- Strong knowledge and a genuine appreciation and interest in Jewelry
- Proactive selling
- Initiative
- Negotiation
- Business awareness

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