

## DEPUTY STORE MANAGER NEW BOND STREET

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Company: Bulgari S.P.A

Location: United Kingdom

Category: other-general

### Position

#### Mission

Act as a Senior Client Advisor towards customers and the Sales team ensuring closure and customer satisfaction. Support the Store Manager in the achievement of the sales objectives by performing regular coaching of the sales team to deliver exceptional service customers.

#### Profile

#### Primary Responsibilities

- Assume the role of Store Manager in the absence of the Store Manager in accordance with company operating standards.
- Lead sales team by examples on the floor.
- Reach sales targets and manage the boutique in order to achieve sales objectives and KPI's.
- Support Store Manager to propose and implement action plans to improve results.
- Support with the Boutique's Weekly trade report.
- In absence of the Store Manager, be responsible for the good maintenance, the safe environment, the good functioning of the store as well as the respect of product assortment and visual merchandising guidelines.
- Supervise After Sales Service request providing excellent service.

- Organize and implement store rotations, shifts and holidays.
- Support the Store Manager regarding in-store training and team briefing.
- Support Store Manager and team in CRM / develop loyal customers.

### **Additional Responsibilities**

- Support Store Manager with induction of new joiners.
- Support Store Manager in opening and closure procedures.
- Support Store Manager in upholding uniform and grooming standards.
- Support store administrative where needed and necessary.

### Technical Skills

- Knowledge of Luxury Business
- Selling skills
- CRM techniques and tools
- Store procedures and process

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