

United Kingdom Jobs Expertini®

Senior Client Advisor - Selfridges, London

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Company: Tiffany & Co

Location: United Kingdom

Category: business-and-financial-operations

Position

Overview

As a Senior Client Advisor, you will be an ambassador of the Brand, ensuring that every Client is treated according to the Tiffany promise. You will strive to discover your Clients and their every need, and to guide them across the Brand. You will be a role model to the team, and will support your Team Manager in operational duties. You will proactively outreach to Clients in order to achieve/support individual and team goals.

Key Accountabilities

Elevate in store experience by consistently delivering memorable moments of joy for our clients, setting a role model for other Client Advisors.

Demonstrate thoughtfulness, curiosity and optimism. A Senior Client Advisor is a passionate brand ambassador seeking to provide genuine and personalized Tiffany Touch during every client interaction.

Demonstrate Client Experience Behaviors aligned with the Tiffany Promise and identified through our Mystery Shopping and Voice of Customer Programs.

Execute best practices by optimizing hospitality and store amenities to create unique experiences and take action on TEI performance and client feedback, organizing Private Appointments, BAT (Breakfasts at Tiffany) and proactively prospecting new clients through own network.

Resolve client and peers concerns leveraging judgment and thorough knowledge of policy, procedure and guidelines.

Act as a role model to the team and lead by example. Share expertise with generosity and support peers in their onboarding and throughout their growth.

Deepen the relationship with our clients to drive lifetime loyalty

Carry out operations and sales support functions to support the team in consistently achieving or exceeding monthly, quarterly and annual store sales plan and be accountable for sales results.

Demonstrate sales leadership; Capture client data during interactions to cultivate new and existing clients , work on BIODs, strategically building up key information to feed client book and ad hoc outreach action plan to develop a lifetime relationship.

Act as Guest Experience Manager and perform as a team player, participate in all activities contributing to the overall performance of the store. Help animate morning huddle, help elevate team input, help challenge status quo and seek solutions.

Develop the highest standards of Brand and product knowledge.

Drive business through key product pillars. Strong focus on Diamond Expertise & High Jewelry Sales.

Respect Brand standards in terms of grooming and behavior at all time.

Provide exceptional operational support to drive sales and service

Ensure compliance with all internal control procedures and maintain inventory accuracy.

Partner and communicate effectively with Client Advisors, Management and clients to respond and follow up to requests quickly and accurately.

Support Company operations efficiency objectives by ensuring all activities maximize productivity and by providing feedback on process changes through appropriate channels

Assist management in daily operations (stock, operations, visual merchandising and opening / closing duties) and coordinating work and coaching team members to improve

performance when acting as manager on duty.

Takes the lead, partnering with the operations professional to ensure operational excellence in all tasks.

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