

## Watchmaker Workshop Assistant Manager

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Company: ASS Watch & Jewelry

Location: United Kingdom

Category: other-general

### Position

**At TAG Heuer, and as a member of LVMH Watches & Jewellery division, you will have the opportunity to work with some the most iconic luxury timepieces in the world and play a key role in crafting a luxury experience for our clients. You will have access to exclusive training and development opportunities to empower you and feed a curiosity and growth mindset.**

### MAIN MISSIONS:

As an Assistant Manager in our technical workshop, you will work closely with the Technical Operations Manager and wider management team to oversee the daily operations and support the strategic direction of the department.

You will lead a team of skilled watchmakers ensuring that repairs are completed efficiently, maintaining the highest standards of quality.

### A TECHNICAL OPERATIONS ASSISTANT MANAGER IS

#### ...A WATCHMAKER

- / Complete a broad range of services and repairs to TAG Heuer and LVMH time pieces
- / Achieve workload targets within agreed timeframes
- / Maintain high quality of work, keeping returns to a minimum to ensure customer satisfaction and positive brand image
- / Proactively develop and maintain technical watchmaking skills

#### ...A LEADER

- / Support the Technical Operations Management team in the day-to-day running of the

department and oversee the team and department activities

/ Manage the TAG Heuer Watchmaking team ensuring the team's motivation and cohesion whilst promoting a positive and supportive work environment

/ Collaborate with team members to manage workload distribution, prioritisation of tasks and optimal efficiency

/ Provide guidance, mentorship and training to enhance the technical skills and professional development of team members

/ Set individual and collective objectives, identify training needs, track performance and realise the potential of team members

/ Conduct regular team meetings, 1-1s and reviews and provide timely feedback

/ Foster a collaborative and inclusive work environment where team members feel valued, respected and empowered to contribute their ideas and expertise

### **...OPERATIONALLY**

/ Monitor and manage lead times to meet customer expectations and department goals

/ Work with the Technical Operations Management team and brand head office to develop operating procedures to ensure consistent quality and efficiency in repair processes

/ Carry out regular quality checks to ensure quality excellence

/ Ensures compliance with internal control policy

/ Assist in developing and implementing strategies to achieve departmental targets and align with overall business objectives

/ Identify opportunities for operational efficiencies or improvements whilst maintaining quality standards

/ Proactively identify opportunities for process improvements

/ Contribute to various team and business meetings and attend events & trainings

/ Work closely with other departments sales, customer service or head office to ensure seamless communication and coordination in meeting the business and customer needs

## **Profile**

### **...TECHNICALLY**

/ Demonstrate proficiency in a wide range of watch repairs including in-house movements and chronographs

/ Use of knowledge and expertise to assess product and provide estimations for work to be completed

- / Demonstrate problem solving ability to support internal and external queries
- / Use of PC skills and internal systems to manage records and generate accurate reports
- / Support development of internal tools and systems and train other users
- / Stay up to date with industry trends, technical advancements and best practices through continuous learning and professional development

### ... AS A TAG HEUER AMBASSADOR

- / Ensures an outstanding service is offered to all clients
- / Embodies the TAG Heuer's brand values and acts as a passionate Brand Ambassador
- / Actively develops brand knowledge, completes trainings and builds effective support network
- / Stays updated on the watch industry and competitive environment
- / Attend and support brand or business events to showcase watchmaking skill and knowledge

We encourage people of all backgrounds and abilities to apply. TAG Heuer is committed to equal opportunities, we foster and embrace diversity and inclusion within our teams.

LVMH offer and support a variety of Employee Resource Groups including but not limited to:

**EllesVMH** (community for empowering women), **LVMHPride** (community for inclusivity and awareness for our LGBTQIA+ employees), **LEAD** (community for empowerment and inclusivity for LVMH Employees of African Descent). We promote and encourage building a community within your workplace, and with that a safe space for all.

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