

Client Advisor & Sales Support

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Company: Bulgari

Location: Bahrain

Category: other-general

Position

Your Mission

To provide an inspirational, luxurious shopping experience, maximizing every sales opportunity. Support peers and colleagues in efficient running of the boutique. Demonstrate excellent product knowledge and drive to achieve store targets.

Accountabilities

Welcome all clients/prospects entering the store for whatever reason (browsing, purchase, after-sales, complaints) granting an extraordinary service and never let the customer leave with a bad impression.

Listen and understand clients' needs, providing customized advice and introducing them to the discovery of the Brand.

Establish and develop relationship with existing clients and engage new customers to the brand.

Manage the sales process as per delivery standards (from Welcome to Packaging) ensuring the right application of selling techniques to deliver a unique shopping experience.

Contribute to the store and service KPIs achievement

Register clients' data in the dedicated system for future contact, personalized CRM actions and client development purposes.

Perform all CRM one to one activities as per Store Manager indications, including CRM AFSS (ex. follow up on watch maintenance).

Apply all sales related procedures and guidelines (discounts, security, fiscal, legal, etc.).

Ensure that all front area of the shop are clean and products are displayed as per VM guidelines.

Perform all After Sales service front office activities directly related to final customers (taking in charge items to repair brought back by customers, performing a brief interview and entering data in SAP), acting as proactive point of reference (for estimate approval, lead-time update, return and invoicing of the repaired product. etc.) and assuring that the customer satisfaction is constantly pursued and restored

Perform on-line training modules and participate to defined training sessions in order to develop their knowledge on different topics (collections, selling techniques, brand and inspiration stories, security, systems...)

Profile

The ideal candidate should be a committed and organized team player, be conscientious and driven with at least 3/4 years sales experience within Bulgari or a similar role within luxury/fashion brand.

Proficiency in English written and verbal is essential.

To succeed within this role, you should hold strong customer service and negotiation skills, work with Integrity and respect to ensure operational effectiveness.

Strong Business awareness and the ability to network to enhance and build your client base is essential.

Knowledge of Bulgari products & selling skills is an advantage.

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Cross References and Citations:

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