Paul Smith

Job Description for Applicants

For the post of UK Retail Sales Consultant

Full Time / Part Time

Job Description

Job Title: **Sales Consultant**

Report To: **Shop Management**

Department: **Retail**

Job Summary
To assist the management team with achieving sales targets. To develop and maintain excellent client relationships while promoting the brand image, providing excellent customer service at all times and up to date product knowledge.

Specific Responsibilities

Operational
To use the in store technology, such as store tablets etc., to enhance the customer experience and till systems to efficiently process transactions and payments from client.

To ensure visual presentation, store maintenance and housekeeping is kept to the company's desired standard, both on and off the shop floor.

To undertake end of day till procedures when necessary.

To have a good knowledge of the contents of the Employees' Handbook.

To be fully aware of the company's Health and Safety policy.

Financial
To maximise all sales opportunities to ensure you are meeting and exceeding your personal and store targets.

CRM
To meet and greet all clients and act as a brand ambassador representing Paul Smith Ltd.

To maintain the highest level of customer service at all times.

To keep clients up to date with any Paul Smith activity; to ensure they are fully engaged with the Paul Smith brand.

To provide refreshments to clients, if applicable.

To collect client data and enter onto the in-house system.

To build upon the store's clientele book, emailing and keeping in contact with clients on a regular basis, inviting customers to relevant events and keeping them aware of any new products.

Product
To ensure that you receive and maintain an up to date and high level of product knowledge at all times and to consistently share this with your customers.

To support with deliveries in store when necessary.

To undertake store stock take when necessary.

To communicate all product and customer feedback to the Store Manager.

People
As a brand ambassador for Paul Smith Ltd, to maintain a good standard of appearance and to undertake to wear clothing allowance as provided by the company.

Communications
To attend regular company training sessions.

Other
Travel to and cover other Paul Smith store locations as and when required.

Any other related duties that are outlined from time to time by the Store Management team.