

ROLE PROFILE

Job Title	Repairs Admin / Sales Consultant	
Location/Team	Goldsmiths	
Reports To	Store Manager	
People Responsible For	N/A	
Job Purpose		
<p>As a Repairs Administrator / Sales Consultant your role will be split over the Aftercare department as well as time on the sales floor. You will act as a guarantor of excellence in service and ensure service excellence and the highest satisfaction for our clients in terms of Client Experience in the Aftercare department. You will be responsible for quality of after sales experience; you will also ensure the department standard is in line with company strategy. You will support after sales services workflow, spare parts order management and implement action plans on long term after sales operational efficiency.</p> <p>You will also play a crucial role in assisting the Store to deliver their sales targets and achieve their key objectives. Looking to build on your retail and product knowledge you will be a dedicated and committed team player with a passion for delivering excellent customer service ensuring that everyone has an amazing experience in our showrooms.</p>		
Essential Experience / Attributes		Desirable Experience / Attributes
<ul style="list-style-type: none"> ▪ Exceptional communication and interpersonal skills ▪ A professional, positive approach ▪ IT literate ▪ Results focused, understanding what is important to the business and to the customer ▪ Flexible/Adaptable to change ▪ Motivated, proactive and dedicated 		<ul style="list-style-type: none"> ▪ Experience with watches and jewellery ▪ Experience within a repairs / aftercare environment ▪ Working to sale targets ▪ Advanced selling and negotiation skills
Core Accountabilities		
<ul style="list-style-type: none"> - Ensure a cohesive working relationship between Aftercare and other departments/Boutiques and ensure a strong relationship and collaboration with the Brand Service centres. - Respond to customer queries by telephone or email within the agreed service level agreement - Oversee the customer repairs process - Maintain the repair dairy - Handle and resolve customer complaints in a timely manner - Maintain all documentation relating to the client experience policy, objectives, and initiatives within the Aftercare department - Assist the Manager with general fulfilment duties - Direct selling - Delivering an exceptional customer experience - Adhering to policies and procedures - Processing payments - Continuous development of product knowledge - Completion of relevant training via e-learning - Represent company and Brand values <p>Any other duties as are within the scope, spirit and purpose of the job, the title of the post and its grading as requested by Management.</p>		