

ROLE PROFILE

Job Title	Sales Consultant
Location/Team	Showroom
Reports To	Store Manager
People Responsible For	N/A
Job Purpose <i>(a simple statement to clearly identify the objective of the role)</i>	
<p>As a Sales Consultant for Mappin & Webb you will play a crucial role in assisting the showroom 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 the exceptional experience that they have come to expect.</p>	
Essential Experience / Attributes	Desirable Experience
<ul style="list-style-type: none"> • Excellent communication skills • A professional, positive approach • Flexible and adaptable to change • Motivated, proactive and dedicated • Exceptional interpersonal skills • IT literate 	<ul style="list-style-type: none"> • Jewellery and watch product knowledge • Advanced selling and negotiation skills • External jewellery qualifications • Visual merchandising skills • Working to sales targets • Additional language skills
Core Accountabilities	
<p>As a Sales Consultant you will ensure that you are working in a professional manner at all times; using your excellent interpersonal skills and passion for the business to engage with customers and colleagues.</p> <p>Being a role model for the Mappin & Webb brand you will be a committed and dedicated team player; identifying, sharing and spreading best practise not just in your own showroom but throughout the wider business.</p> <p>You will be well presented at all times with a positive “can do” attitude; delivering excellent customer service to everyone that you meet, you will play a key role in the showroom’s success!</p> <p>You will be accountable for delivery in the following areas:</p> <ul style="list-style-type: none"> • 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 • Adhering to company dress code 	
Our Vision	
<p>To be the best watch and jewellery retailer... Inspiring our colleagues, working together with our suppliers, amazing our customers and creating memories that last a lifetime</p>	