

## ROLE PROFILE

Job Title	Sales Consultant
Location/Team	Store Based
Reports To	Store Manager
People Responsible For	N/A
<b>Job Purpose</b> <i>( a simple statement to clearly identify the objective of the role )</i>	
<p>As a Sales Consultant for Goldsmiths you will 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 Stores.</p>	
<b>Essential Experience / Attributes</b>	<b>Desirable Experience</b>
<ul style="list-style-type: none"> <li>• Excellent communication skills</li> <li>• A professional, positive approach</li> <li>• Flexible and adaptable to change</li> <li>• Motivated, proactive and dedicated</li> <li>• Excellent interpersonal skills</li> <li>• IT literate</li> </ul>	<ul style="list-style-type: none"> <li>• Jewellery and watch product knowledge</li> <li>• Advanced selling and negotiation skills</li> <li>• External jewellery qualifications</li> <li>• Visual merchandising skills</li> <li>• Working to sales targets</li> </ul>
<b>Core Accountabilities</b>	
<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 Goldsmiths brand you will be a committed and dedicated team player; identifying, sharing and spreading best practise not just in your own Store 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 Store’s success!</p> <p>You will be accountable for delivery in the following areas:</p> <ul style="list-style-type: none"> <li>• Direct selling</li> <li>• Delivering an exceptional customer experience</li> <li>• Adhering to policies and procedures</li> <li>• Processing payments</li> <li>• Continuous development of product knowledge</li> <li>• Completion of relevant training via e-learning</li> <li>• Adhering to company dress code</li> </ul>	
<b>Our Vision</b>	
<p><b>To be the best watch and jewellery retailer...</b>  <b>Inspiring our colleagues, working together with our suppliers, amazing our customers and creating memories that last a lifetime</b></p>	