

### **Job Description**

<b>Title:</b>	Sales Advisor
<b>Reports to:</b>	Director
<b>Based at:</b>	Bradley Hatch Jeweller, Wroxham
<b>Hours of work:</b>	25-34 hours per week

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#### **Key objectives of role:**

1. Provide efficient and comprehensive advisory, sales and repair service to customers.
  2. Promote and encourage a proactive and comfortable environment.
  3. Deliver outstanding customer service.
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#### **Main responsibilities:**

1. Engage with customers when they are purchasing, selling or organising repairs of items in-store and potentially attending events upon request.
2. Manage customer requests either face to face, via telephone or via electronic means.
3. Build and maintain customer relationships.
4. Achieve sales objectives.
5. Ensure the displays in the shop windows and inside the shop are kept tidy, well stocked and attractive.
6. Ensure stock supplies are stored in an orderly manner and advise the Director of any shortfalls.
7. Process repairs using the appropriate procedure for logging and despatch.
8. Ensure work areas are kept clean and tidy.
9. Take the lead in projects as instructed by the Director.
10. Participate in training and other self-development opportunities as required.
11. Be responsible for personal health and safety and contribute to the safety of others.
12. Participate in an annual appraisal of their work, and in line with the annual personal development plan undertake any training or development required to fulfil their role.
13. Awareness of the confidential nature of the work and adhere to the policy concerning confidentiality at all times, ensuring strict security of documentation.
14. Ensure that IT Security and Data Protection Legislation is adhered to at all times.

Due to the changing nature of our business your job description will inevitably change. You will, from time to time, be required to undertake other activities of a similar nature that fall within your capabilities as directed by management. These changes will be discussed with you prior to implementation.

**Person-Profile**

<b>Selection Criteria:</b>  A = Application Form    I = Interview E = Exercise / Assessment	<b>Essential or  Desirable</b>  (E, D)	<b>Assessment  Method</b>  (A, I, E)
<b>Experience</b> <ul style="list-style-type: none"> <li>• Previous experience within the jewellery industry</li> <li>• Achieving sales objectives</li> <li>• Communicating with customers either face to face, over the phone or via electronic means</li> <li>• Building rapport and relationships with customers</li> <li>• Understanding and use of IT systems</li> </ul>	E D E D E	A I A I A I E A I A I E
<b>Qualifications:</b> <ul style="list-style-type: none"> <li>• Minimum 5 GCSE's or equivalent</li> <li>• Professional Jewellers Diploma Jet 1 / Jet 2</li> </ul>	E D	A I A I
<b>Skills:</b> <ul style="list-style-type: none"> <li>• Have a passion for fine jewellery</li> <li>• Flexible approach and willing to learn</li> <li>• Ability to work on their own initiative within a busy environment</li> <li>• Excellent organisation skills</li> <li>• Proactive approach with customers</li> <li>• Ability to deliver customer expectations</li> <li>• Have a critical eye for detail</li> </ul>	E E E E E E E	A I A I A I A I E A I A I A I E