

FURLA

Sales Assistant Part Time

Mission

Achieve business, store goals and customer satisfaction in coherence with brand values and identity, ensuring the respect of procedures, guidelines and company procedures which have been assigned.

Profile

Customer service:

- Welcome and first interaction with the client.
- Product presentation: transform all the information into a product proposal, rebutting any objections and making use of all relevant training tools to present the collection.
- Extend the experience: create loyalty and give the client a good reason to come back soon, using CRM tools.
- Products and stock: demonstrate good knowledge of the product and the brand's history
- After-sales service: be a clear and welcoming first point of contact for all customer needs, deal with any issues raised from requests in after-sales activities with a positive attitude.

Store operations and expectations:

- Visual Merchandising: merchandise products in accordance with company standards, keeping the HQ Visual Team informed of any changes; take care of replenishment; keep all areas of the store clean.
- Stock organization: make sure stock is organized in line with company policies
- Cash/admin: complete all paperwork following all guidelines and time lines provided by the company; make sure all cash admin is completed in an accurate and legible manner and handle all till transactions correctly

Teamwork and personal attitude

- Teambuilding & Teamwork: collaborate with others for a common end; pursue team spirit; develop positive relationships and support networks; contribute to a positive working environment
- Communication: be an active listener; organize and manage information effectively; communicate in a clear, professional and appropriate manner, both within and outside of your area of competence.
- Flexibility: versatile and able to adapt to the requirements of the role; able to develop new solutions
- Timekeeping and attendance: compliance with working hours and company rules.
- Grooming: understand the importance of appropriate grooming and hygiene in the workplace

Values and Behavior

- Leading the Leaders: inspire your team with the drive to achieve high quality standards and Lead by example,
- Customer Obsessed: focus your attention, interest and activity on the customers
- Passion and Energy: be constructive, optimistic and confident and be committed to pursuing goals
- Take action: react quickly and positively and provide what was promised and expected
- Difference makes the Difference: show careful consideration and attention to others and be genuine but respectful and value those who are different to you

Requirements

- Good standing
- Organized and accurate
- Able to work in fast pace environment
- Flexible
- Clear written and verbal communication skills
- A passion for the industry and brand
- Fluent Chinese, Strong English knowledge and additional languages beneficial