



## Concierge

Reports to the Group Operations Director

### Culture & Values

At Queensmith, we transcend the traditional jewellery-buying experience. Our mission is to revolutionise the world of engagement and wedding jewellery, crafting unforgettable moments for our customers. Our culture revolves around "Be Brilliant," reflecting our relentless pursuit of excellence and innovation; "Be Clear," representing transparent communication, ethical practices, and a meaningful impact; and "Be Unique," celebrating individuality, creativity, and inclusivity. Just as we aim to democratise fine diamond jewellery through quality and value-driven bespoke services, we provide our teams with a similarly customised and exceptional work environment. The essence of Queensmith lies in providing a rewarding work environment and empowering teams to strive for excellence and be their best.

### Scope

At Queensmith, we understand that our greatest asset is our exceptional team. As Concierge, you hold a pivotal position at the heart of our operations, ensuring every client's in-store experience and across our communication channels is seamless and personal. You support the sales operations and manage a wide array of post-purchase client appointments, from resizes, collections and pick-ups to annual services and ring cleans, ensuring every detail is handled carefully. Your exceptional organisational skills and ability to communicate effectively make you the linchpin in the seamless operation of our showroom, bridging the gap between our sales and customer care teams. Your dedication to providing a personalised and memorable experience for each client is vital in sustaining the loyalty and trust fundamental to Queensmith's success.

### Responsibilities:

- Manage non-sales appointments (resizes, collections, issues, pick-ups, annual services, ring cleaning etc)
- Deliver front-of-house greetings, providing a warm and professional welcome to all visitors
- Conduct informative workshop tours, showcasing our craftsmanship and bespoke manufacturing
- Process payments and send paylinks, ensuring a smooth transactional experience for clients
- Handle returns efficiently, providing packets and assistance as needed
- Assist with processing diamonds and managing incoming inventory
- Support stock management through retagging and assisting with the audit process
- Ensure seamless customer experience by liaising with Sales and Customer Care teams
- Maintain front of house appearance; ensuring our store best represents the brand at all times

### Benefits:

Health & Wellness Benefits, Professional Development, Employee Recognition Programme, Paid Time Off & Holidays, Financial Benefits, Workplace Culture Initiatives.

### Requirements:

- Ability to manage customer expectations positively and deliver information clearly and empathetically
- Proven experience in a customer-facing role, ideally within the high-end retail or hospitality sector
- Strong organisational skills, with the ability to multitask and prioritise effectively in a fast-paced environment
- A team player who can also work independently, demonstrating initiative and a proactive approach and dealing with various stakeholders
- Familiarity with CRM systems and communication channels
- Accountable to upholding our brand values and enhancing the customer journey at every touchpoint

### Skills:

- Exceptional communication
- Strong interpersonal skills
- Calm under pressure
- Detail and solution-oriented
- High level of EQ

*The above list is not an exhaustive list of duties, and you will be expected to perform different tasks as your job evolves within the organisation and the overall business objectives.*