

Jewellery Sales Consultant

Competitive salary

About Queensmith

Queensmith offers a uniquely immersive jewellery buying experience, inviting clients into our part-showroom, part-workshop headquarters, where they'll come face to face with our gemmology experts, designers, and goldsmiths. We're breaking down the barriers that make jewellery-buying complex and intimidating. We're making bespoke - simple.

Since launching in 2016, we have twice won UK Bridal Jeweller of the Year at the UK Jewellery Awards, helped tens of thousands of couples partner up with our bespoke engagement and wedding rings and maintained a hard-earned 5 star rating on Trustpilot from our loyal customers.

Our mission is to democratise diamond jewellery by offering a modern and transparent approach to the jewellery buying process.

Our Sales team comprises Sales and Senior Sales Consultants and we are looking to appoint sales professionals who already have experience and qualifications within the jewellery industry as well as enthusiastic and ambitious sales consultants who may have limited experience in our industry but who have the passion and drive to grow and develop in the role.

Purpose of the Role

Your role is to be the expert guide for our customers, to make sure they make advice-led decisions and understand how they can maximise their budget, whatever that may be and get the most out of our service. You will help them navigate the diamond selection process and demystify the common misconceptions.

You will avoid hard-sales tactics - and let our genuine expertise and quality crafting do the talking. We cater to our clients on a personal level - building an ongoing relationship with the client is crucial to meeting the expectations of each sale.

Primary Duties & Responsibilities

The following duties are not shown in order of priority or frequency and it is not an exhaustive list. As an SME business, you will be required to assist and support the organisation in multiple areas, but the primary duties and responsibilities of the Jewellery Sales Consultant are listed below:

- Developing in-depth knowledge of the products & the brand and convey this with pride & enthusiasm to customers
- Meeting customers for in-store and online consultations
- Assisting customers through our bespoke design service
- Preparing and sending quotations for bespoke jewellery
- Helping with the selection of diamonds and gemstones to fulfil client orders
- Communicating with our CAD and workshop team about specific customer requests

- Following up with customers after their purchase for after-care issues and to request reviews
- Maintaining excellent presentation of the jewellery and showroom

The list of duties is not exhaustive, and the post holder may be required to carry out other tasks under the direction of your line manager, Senior Leadership Team or the Managing Director.

Ideal Candidate

- A passion for fine jewellery, diamonds & gemstones
- A proven track record of meeting & exceeding sales targets while providing an excellent level of customer service.
- A gemmological qualification (preferable though not essential)
- Luxury retail sales experience (doesn't have to be jewellery specific)
- An ability to quickly build trust and rapport with clients and wider team members
- Commitment to driving client loyalty through exceptional customer service standards
- Excellent written and verbal communication skills, highly articulate
- Commercial and entrepreneurial mindset
- Customer-focused, able to handle customer complaints and queries in a highly professional manner
- Confident, resilient, determined and enthusiastic
- Strong administration skills with good attention to detail and accuracy
- Capable multi-tasker with the ability to prioritise workload according to business needs
- Ability to think on your feet, work under pressure and meet deadlines
- Computer literate and competent in using Apple Macs, able to adapt to new tech
- Able to work as part of a team and with own initiative
- Working knowledge of Google Docs
- Security aware
- Well presented

Job Type: Full-time (40 hours, 5 days a week, Monday to Saturday)

Location: 98 Hatton Garden EC1N

Salary: Competitive, depending on experience

Holiday: 25 days (plus bank holidays)

What we can offer you



Incredible work - be part of a mission-driven business that is transforming the diamond jewellery buying experience and disrupting the status-quo.



Discretionary bonus - we offer annual performance-based bonuses based on above-and-beyond contributions to the business.



Growth & Development opportunities - we will invest in your growth and development to enable to reach your ambitions in order to take on promotional opportunities within the business




Generous pension - matched pension contributions.





Central London office - you'll work out of our beautiful Queensmith showroom and HQ in Hatton Garden with flexible working options.




Brand new MacBook - we'll equip you with the latest Apple hardware so you have the best tech to do your work.

 **Regular socials** - we take our team out for drinks and food, on the house of course!

 **25 days holiday** - all of our team members get 25 days paid holiday + bank holidays, and we make sure you take them.

 **Family & friends discount** - enjoy discounts for close friends, family and yourself on all of our products.

 **Length of service benefits** - health insurance, additional holiday entitlement, enhanced sick pay, enhanced maternity and paternity pay and much more, for our loyal employees.

 **Cycle to work** scheme and **interest free travel card loan** scheme