



## Sales Advisor

### 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 diamond jewellery through bespoke services and craftsmanship, 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 a Sales Advisor, you play a pivotal role in shaping the customer journey, focusing on delivering an outstanding jewellery-buying experience. Your responsibilities go beyond traditional sales as you engage with customers in a warm and approachable manner. You are an expert in product knowledge, ensuring Queensmith customers have your guidance to make informed decisions. Collaborating with team members, you maintain a clean and organised sales environment while staying updated on product knowledge and industry trends. In this role, you represent the frontline of our brand, creating memorable moments and fostering an inviting atmosphere within the store. You also demonstrate determination and commitment to increase our sales revenue. Your contributions are integral to our journey.

### Responsibilities:

- Interact with customers in a warm and approachable manner, embodying the image and values of our brand.
- Provide detailed product knowledge and assistance to help customers make informed decisions.
- Provide personalised service to all customers, managing both pre-booked and spontaneous enquiries.
- Advise and consult customers on fine jewellery purchases, incorporating up-selling, cross-selling, and clienteling techniques.
- Process sales transactions accurately and efficiently, maintaining a clean and organised sales environment.
- Efficiently manage inventory, including sourcing, pricing, tagging, auditing, and handling valuable items.
- Proactively follow up with customers on order progress, deposits, payments, and lost leads.
- Stay informed about industry trends, product knowledge, and company policies.
- Demonstrate a proactive approach by consistently striving to meet and exceed sales targets.

### Benefits:

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

### Requirements:

- Minimum of 3 years of experience in sales, preferably in the jewellery industry.
- Commercial acumen and knack for selling and meeting revenue targets.
- Excellent communication and interpersonal skills.
- Strong organisational, multitasking and time-management abilities.
- Knowledge of jewellery design, materials, and manufacturing processes.
- Proficient with CRM and sales database systems.
- Compliance with all company security policies.

### Skills:

- Negotiation and persuasion skills.
- Time Management and punctuality.
- Customer service and relationship management skills
- Proactivity and problem-solving.
- Adaptability in dynamic, fast-paced environments.
- Strong team mentality for collaborative success.

*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.*