

## JOB DESCRIPTION: SALES ASSISTANT

<b>Report to</b>	Store Manager / Area Manager / Retail Manager
<b>Education</b>	High School Degree (minimum requirement)
<b>Responsibilities and Activities definition</b>	Fabiana Filippi Sales Assistant is responsible for pursuing and achieving individual and Shop's qualitative & quantitative goals. She is required to comply with Fabiana Filippi policy and guidelines.

Fabiana Filippi Sales Assistant main features:

- Irreprehensible and responsible behavior
- Accurate aspect
- Humble and ambitious attitude
- Self-confident personality

She is responsible for following activities:

- **Customer Care and Sale**
  - She assists the client during the sale, guiding her during the purchase according to the company standard selling ceremony
  - She works in order to develop a comfortable environment for the customer during the sale, making available all clientele services (beverage, wifi, newspapers) in store
  - She finalizes the sale, maximizing the purchase at her best
  - She collects customers data needed for the customer loyalty management
  - She kindly leads the customer to the check-out area and, once the sale process is over, she pays attention to the greetings in order to leave the client a good feeling and souvenir about her buying experience at Fabiana Filippi
  - She is in charge of updating the customer book, filling out all information she receives from the clients. The customer book is to be used for clienteling actions
  - Own clients portfolio is a plus
- **Teamwork**
  - She co-operates with her colleagues for the proper and good functioning of the store, accomplishing all assigned task
  - If necessary, she supports her colleagues during the sales process
- **Product Knowledge**
  - She is informed about the Brand and main competitors seasonal trends
  - She studies all detailed information provided by the company about the collections and the products

- She entertains the customer with the “storytelling” around the brand
- **Personal care and image**
  - She cares of her image and of the uniform supplied by the company according to Fabiana Filippi policy and guidelines
  - She keeps the store, the fitting rooms and even the stock clean and tidy
  - She maintains the sales environment neatly during the selling operations and she tidies up the products once the sales process is over

**Competences**

Languages: Local Language and Fluent in English (knowledge of a second foreign language is a plus)

IT: Office skills (Excel, Word, Power Point, Outlook)

Ability to use following devices: Ipad, PC

Selling and good communication skills

Other skills: good product and selling techniques knowledge

Personal skills:

Good standing

Dynamic and positive

Minimum height: 1,60 m

Max. Italian size: 46

Age between 28 and 45

Nice aspect and elegant attitude in line with Fabiana Filippi Brand's features

**Required Experience**

Previous experience in Luxury Goods environment is a plus

Professional experience acquired by following Luxury Brands is preferential: Max Mara Group, La Perla, Paul Ka, Valentino, Loro Piana, Moncler, Brunello Cucinelli, Giorgio Armani.

**Soft Skills**

- Effective Communication
- Clients orientation
- Result Orientation
- Emotional control
- Self-confidence
- Positive attitude
- Identification with Role

**Working place**

Store

**CONTRACTUAL INFORMATION**

<b>Schedule</b>	Full time; 5 days a week: Monday-Sunday
<b>Compensation</b>	Qualification level and salary: as in use in the operating country Benefits: to be defined

Please send your application to: [recruiting@fabianafilippi.com](mailto:recruiting@fabianafilippi.com)