

Ermenegildo Zegna

City:

Metzingen

Job type:

FULLTIME / 450€ MINI JOBBER

Brand / division:

Ermenegildo Zegna is an Italian luxury fashion house, specializing in men's clothing.

Position's Scope:

Ermenegildo Zegna, one of the most known and established Luxury brands, is looking for Sales Professional - fixed term contract initially - for the outlet in Metzingen, Germany.

The Store Customer Advisors transforms the store visit into a memorable luxury shopping experience, as Brand Ambassadors they engage the Customers in the discovery of our heritage through stories and creating an atmosphere of passion and enthusiasm for the Zegna collections. The Customer Advisors builds a relationship with each customer that lasts over time, and begins with the quality of their welcome, the gestures and rituals of the selling ceremony and the provision of the highest level of service

Job responsibilities

Customer Relationships and Customer Service

- Provide memorable luxury in-store customer service experience by following the Zegna Selling Flow and acting in accordance with the Zegna Mindset
- Demonstrates entrepreneurial mindset in developing the business
- Consistently and effectively attract new customers and develop a customer database
- Discover customers' needs through exploring customer preferences and occasions for which the customers are shopping
- Anticipates customers' needs and act accordingly to exceed customer expectations
- Promote Zegna Made-to-Measure service as part of the selling experience to meet the customer's current and/or future needs.
- Utilize company provided (iPod/iPad) technology to offer a complete and integrated luxury experience
- Utilizes CRM software as the primary tool for after sales communication
- Takes ownership of solving customer issues or complaints with empathy, while adhering to Zegna customer service policies such as alteration, damage and repair

Ermenegildo Zegna

Aleksandar Tepic
Assistant Store Manager

Ermenegildo Zegna Outlet
Reutlingerstr. 67
72555 Metzingen
T +49 (0) 7123 9544620

outlet.metzingen@zegna.com
zegna.com

Sales Management

- Contribute to the store revenue achievement by increasing his/her own performance and sales KPIs such as cross-selling ratio, ATV, UPT, etc
- Work with the store team to execute action plans to achieve daily, weekly, monthly and yearly sales and KPI targets as assigned by the Store Manager
- Propose service, product, visual and operational improvements that assist the team overcome selling challenges

Visual & Image Management

- Demonstrate high standards of personal grooming in accordance to Zegna uniform and grooming standards and guidelines.
- Follows Zegna product and gift packaging standards and guidelines to ensure Zegna luxury and quality image
- Maintain tidiness of the store environment and product displays at all times
- Ensure in-store visual merchandising adheres to Zegna Visual Merchandising guidelines and suggest improvements to the Store Manager or Visual Merchandising referent

Candidate's profil

- Fluent German and very good command of English
- Previous experience in retail companies
- Passion for selling
- Master's degree preferred
- MS Office suite proficiency
- Proven record on consistently taking action to improve service level in responsible area

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