

**JOB DESCRIPTION****FURLA**

<b>DEPARTMENT</b>	<b>RETAIL</b>
<b>ROLE</b>	<b>SALES ASSISTANT</b>
<b>REPORTS TO</b>	<b>STORE MANAGER</b>
<b>MISSION</b>	Achieve business, store goals and customer satisfaction in coherence with brand values and identity, ensuring the respect of procedures, guidelines and company procedures which have been assigned.

**KEY ACCOUNTABILITIES:**

## Customer service:

- Welcome and first interaction with the client
- Product presentation: transform all the information into a product proposal, rebutting any objections and making use of all relevant training tools to present the collection
- Extend the experience: create loyalty and give the client a good reason to come back soon, using CRM tools
- Products and stock: demonstrate good knowledge of the product and the brand's history
- After-sales service: be a clear and welcoming first point of contact for all customer needs, deal with any issues raised from requests in after-sales activities with a positive attitude

## Store operations and expectations:

- Visual Merchandising: merchandise products in accordance with company standards, keeping the HQ Visual Team informed of any changes; take care of replenishment; keep all areas of the store clean
- Stock organization: make sure stock is organized in line with company policies
- Cash/admin: complete all paperwork following all guidelines and time lines provided by the company; make sure all cash admin is completed in an accurate and legible manner and handle all till transactions correctly

## Teamwork and personal attitude

- Teambuilding & Teamwork: collaborate with others for a common end; pursue team spirit; develop positive relationships and support networks; contribute to a positive working environment
- Communication: be an active listener; organize and manage information effectively; communicate in a clear, professional and appropriate manner, both within and outside of your area of competence
- Flexibility: versatile and able to adapt to the requirements of the role; able to develop new solutions
- Timekeeping and attendance: compliance with working hours and company rules
- Grooming: understand the importance of appropriate grooming and hygiene in the workplace

## Values and Behavior

- Leading the Leaders: inspire your team with the drive to achieve high quality standards and Lead by example
- Customer Obsessed: focus your attention, interest and activity on the customers
- Passion and Energy: be constructive, optimistic and confident and be committed to pursuing goals
- Take action: react quickly and positively and provide what was promised and expected

## JOB DESCRIPTION

# FURLA

- Difference makes the Difference: show careful consideration and attention to others and be genuine but respectful and value those who are different to you

### **KEY REQUIREMENTS:**

- Good standing
- Organized and accurate
- Able to work in fast pace environment
- Flexible
- Clear written and verbal communication skills
- A passion for the industry and brand
- Fluent Chinese, Strong English knowledge and additional languages beneficial

Please, send your application to Sammra Berhane at the following address: [sammra.berhane@furla.com](mailto:sammra.berhane@furla.com)