



Schedule: Full-time
Location: Zagreb, Croatia

OVERVIEW

We are currently looking for 2 Sales Associates for our luxury watch boutique located in centre of Zagreb.

The candidates will manage client relations and identify customer needs, in order to ensure that each customer receives an excellent and professional service throughout. The ideal candidate will act as a brand ambassador and will spread the values and the philosophy of our brands, with the end result of maximizing sales and building long-term client relationships.

KEY RESPONSIBILITIES

- Serving clients
- Answering all customer inquiries and always trying to find the best possible solution for what they are looking for
- Establishing, developing and building strong and long-term client relationships
- Recruiting new clients and maintaining high retention rate with the existing ones
- Demonstrating excellent knowledge and educating clients on the products, brands (Rolex, Tudor Watch, TAG Heuer, Rapport London, Caran d'Ache) and the company
- Maintaining knowledge and adhering to the company's guidelines, standards and policies
- Actively participating in sales procedures, promoting and following the company culture and brand vision
- Participating in company events and in-store marketing initiatives
- Ensuring effective communication with the management and colleagues at all times
- Continually developing stock knowledge

PROFILE

- 2 + years professional working experience in retail business; previous experience in luxury watch, jewellery, hotel, fashion industry etc. is a plus, but not a must
- High level of Croatian and English proficiency; German, French, Italian and/or Chinese are a plus
- Excellent oral and written communication skills
- Strong interpersonal skills
- Punctuality, tidiness and attention to details
- Good knowledge of MS Office and Outlook
- Positive attitude
- Willingness to learn and improve
- A genuine interest or passion for fine watches or luxury in general
- Ability to work independently and as part of a team
- Ability to work under pressure
- Respecting deadlines and agreements

Applications are open until September 8th, 2018.

You can apply directly via LinkedIn or send us your CV with photo to mamic@mamic.com.hr .