



# ROGER DUBUIS

HORLOGER GENEVOIS

## Job Description

**Position:** Senior Sales Associate

**Mission:** Through entrepreneurship, passion and a strong client orientation, the Senior Sales Associate is responsible for providing extraordinary service that surpasses client expectations, acting as a brand ambassador outside the boutique and contributing – through his own sales performance and support of his colleagues – to achieving the boutique’s sales, profit, and strategic objectives.

### **Job Responsibilities:**

#### 1. Sales and Business Development

- Set the example for the team by providing extraordinary service, selling skills and attitude in order to deliver a shopping experience that surpasses client expectations.
- Know boutique and personal sales objects and take initiatives in order to meet them
- Actively build and maintain a book of prospective clients and follow up regularly with them; keep existing clients active
- Acts as an ambassador to the brand outside of the boutique in order to increase brand awareness and drive traffic to the store
- Participate in in-store and local events with the goal of generating new business opportunities and grow customer base

#### 2. Product and Competitor Knowledge

- Master the Roger Dubuis brand and collection stories, and share knowledge with team members
- Possess strong knowledge of watchmaking craft and vocabulary and Roger Dubuis products, and share knowledge with team members

- Familiar with key competitor brands and product lines, and share knowledge with team members
3. Store Operations
- Correctly follow all store procedures: opening/closing, security, sales and stock
  - Participate in, and sometimes lead, daily stock counts
  - Help ensure the respect of display guidelines; ensure impeccable conditions in the boutique
  - Assist in resolving client concerns/disputes/complaints in order to ensure client satisfaction and restore confidence
  - Help ensure that repairs are treated in a timely manner and clients kept informed of their progress
4. Team Spirit
- Help integrate new sales associates
  - Nurture a team spirit by helping colleagues conclude their sales, and sharing sales techniques, product and luxury universe knowledge
5. Business Analysis
- Contribute to the preparation of monthly qualitative and quantitative business reports for National Sales Manager and corporate team
  - Be familiar with the local market and business environment including competitors' business activities and luxury market trends

**Profile:**

- Entrepreneurial spirit and proactive
- Client-oriented with extremely high standards, attentive to details
- Strong selling skills
- Team player with strong inter-personal skills; natural leader
- Impeccable presentation in line with brand image
- Proficient in IT: Excel, POS systems
- Previous experience in luxury goods, high-end hospitality, yachts, or aviation (private jets)
- Fluent English