

# XUPES

## Technician – Xupes Services

<b>Salary</b>	-	28k up to 45k, depending upon experience
<b>Holiday</b>	-	25 Days per Annum plus Bank Holidays
<b>Working Days</b>	-	40 hours, Monday to Friday, flexible start/finish times
<b>Location</b>	-	Bishop's Stortford, Hertfordshire

Xupes is one of the leading online luxury retailers of pre-owned Watches, established in 2009, Xupes has seen rapid growth with offices and retail showrooms in London & Amsterdam accompanied by an accredited service centre.

Xupes Servicing was set up in 2015 as part of the expansion of the business and specializes in repairing, servicing, and restoring all watches. We aim to deliver the highest quality and the best customer service experience. Xupes Servicing is very excited for the next step in its growth plan and eagerly looking for new talent to complement our creative and ambitious team. As a rapidly growing business, job progression is a real opportunity. We also offer lots of perks to help keep you happy and motivated.

You will have the chance to increase your knowledge daily with working on a variety of brands, including vintage pieces. Along with this, we would like to offer training where possible and work to build individual career road paths for progression. Our current accreditations are Cartier, Omega, Panerai, IWC, Hublot, JLC and Longines.

The Servicing department will echo Xupes principles and exacting standards working to offer services to customers and the trade, matching the quality of the manufacturers. Our servicing department will relocate later this year with the long-term view to establish the company as an authorized service centre for chosen brands and grow to become a leader within this industry in the UK.

### **Responsibilities:**

- Full involvement in all workshop processes
- Responsible for sourcing parts where needed
- Responsible for carrying out the quality control checks
- Responsible for the maintenance of the equipment in the workshop
- Responsible for the presentation and cleanliness of the workshop
- Ensuring quality of the repairs are in line with the accredited brands
- Taking responsibility for the work carried out
- Tools/Parts supply & control for the brands we work on.
- Occasional interaction with clients and presentation at events held by Xupes Limited.
- Analysing watches for servicing cost with purchasing department when required.
- Working on the Xupes CMS systems for effective workflow.

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- Day to day crossover and involvement with other tasks in the day-to-day running of the business when necessary – these may involve other jobs required by Xupes.
- Working closely with workshop manager with monthly reviews and KPI's

## **Job Requirements**

- Good Organizational & Communication skills
- Having a Quality over Quantity attitude
- Able to carry out watch casing work and part repairs
- Able to work under pressure and work towards deadlines, this will mean juggling workload to cope with last minute repairs if needed
- Able to work independently, but also being a great team player
- Having a keen eye for detail

## **Additional Skills**

- Experience in working with vintage watches
- Previous experience as a technician
- Able to authenticate watches in line with the main luxury brands
- Experience of working in a watchmaking department

## **Benefits**

- Eligibility to our employee purchase scheme
- Annual performance-driven bonuses
- Support for further learning and career development
- 25 days annual leave, in addition to public holidays
- Local business discounts
- Regular social events
- Eligibility to our Pension scheme
- Free parking
- Recruitment referral scheme

Please send all applications, with a CV and covering letter to Samantha Westbrook at [Sam@xupes.com](mailto:Sam@xupes.com)