

# XUPES

## Watch Sales Consultant

**Full Time** – 40 hours, 5 days, Monday to Saturday, days to be agreed

**Holiday** – 22 days per annum plus Bank Holidays

**Salary** – Range £23,000 to £27,000 per annum plus sales commission

### MORE THAN JUST A JOB

Xupes is entering an exciting growth phase utilizing technology and data to redefine and transform the luxury watch market. We are looking for ambitious, passionate people who think big and have an interest in fine watches and the circular economy. Our evolving strategy is focused on standing out in our market offering the highest levels of service & integrity through a platform on which you can collect, trade, collaborate and share affection for the products we are lucky to handle.

We also operate Xupes Services, the UK's largest independent accredited Service centre. This unique part of our company means every watch we handle is serviced to manufacturer standards with an industry leading warranty, also offering us a tool in which we can educate and enrich our community of collectors and watch lovers.

Recent investment from MPN Marketplace Networks GMBH (The Parent company of Chrono24) has meant that Xupes is now well poised to take advantage of a number of exciting opportunities and developments in the years ahead.

### WHAT WE ARE LOOKING FOR

Working within our busy Watch Sales department, the ideal candidate is someone who thrives under pressure, and can manage multiple projects & tasks simultaneously.

You will provide the highest level of customer service online, on telephone and in person.

Using strong organizational and communication skills to onboard leads into our CMS and manage the lead end-to-end to ensure the client experience is of the highest standard.

### **Responsibilities will include:**

- Assisting clients with watch sales online and in-house
- Speaking to clients over the telephone and in-house
- Assisting with live chat sales enquiries
- Sales lead generation and proactive sales
- Administration tasks relating to all sales platforms relating to this department.
- Working closely with the Purchasing and Servicing teams for stock updates
- Maintaining the highest levels of presentation & customer service on Xupes and developing ways and means to improve these.
- Working as a team

# XUPES

## **Desired Skills & Experience:**

- A knowledge of the swiss watch market
- Strong organizational skills
- Strong attention to detail skills
- Strong communication skills
- Strong sales skills with the emphasis on building relationships. No hard sales approach.
- Motivated
- Comfortable with systems and Excel/Word
- Possess a passion and appreciation for luxury goods, and a desire to be immersed in a world of Interior Design, Antiques, Fine Art, Watches, Jewellery and Fashion.
- The ability to work to deadlines and under time pressure.
- Working well as part of a team

## **Benefits**

- Eligibility to our employee purchase scheme
- Sales commission
- Annual performance-driven bonuses
- Support for further learning and career development
- 22 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)