

## **Senior Watch Sales Consultant**

**Holiday – 25 days per annum plus bank holidays**

**Hours – Mon – Sat – flexible and to be agreed**

**Salary - dependent upon experience**

**Sales commission**

**Bonus – Discretionary performance related annual bonus**

Xupes Limited is one of the UK's leading online luxury retailers, specialising in pre-owned fine watches, jewellery, handbags and Art& Design. As a rapidly growing Business, established in 2009, Xupes has seen rapid growth in recent years and continues to go from strength to strength.

We are seeking to recruit for our Watch sales department. This is a key department within the company and an opportunity to work in one of the fastest growing areas of the business.

We are looking for someone to deliver excellent Customer Service in-house, on the telephone and in email. The role will require the successful candidate to be highly organised and as an individual be able to take responsibility for the highest levels of presentation and attention to detail. Our Customer Service and Brand ethics set us apart and you will be vital to the client experience.

### **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
- Mentoring sales consultants
- Using your watch and sales experience to build relationships with repeat clients
- Sales lead generation and proactive sales and building portfolios
- 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

## **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