
JOB DESCRIPTION

Job Title: Counter Manager

Responsible to: Department Manager and Area Manager

Hours of Work: 37.5 hours over 5 days/week

The successful candidate must be fully flexible between the store's trading hours of 9 am-6 pm Monday-Saturday. The position will also include late-night trading and Sundays.

Job Purpose: "To make customers smile" by engaging with customers, delivering excellent service, and providing product information to enable the customer to make an informed choice.

To promote and maintain the brand's image to the customer.

Key Responsibilities

Customer Service

- To acknowledge all customers who enter the store
- Provide a fast and friendly service
- To approach every customer and establish their needs
- To advise customers on product ranges, prices, availability of stock thus giving them the opportunity to choose a product that best meets their needs
- To know how to demonstrate products to customers where applicable.
- To be familiar with our customer order, refund, and exchange policy so that customers can be advised when necessary
- To smile and thank customers for shopping with A de Gruchy & Co Ltd
- To be aware of current promotions taking place in the store so that these offers can be communicated to our customers
- Resolve customer complaints effectively or involve appropriate management to ensure customer satisfaction

Counter Manager

- Achieve required retail sales targets set by the Company
- Link sell to achieve the average minimum sales targets
- Work outside the counter wherever possible
- Close the sale effectively and commit customers to a follow up visit

- Do on the counter and in-store events to maximise sales targets
- Complete daily, weekly and monthly paperwork
- Attend Counter Manager meetings in the UK

Product Knowledge / Selling Skills

- To have a comprehensive knowledge of all merchandise on the department and how it works (if appropriate)
- To keep up to date with all new products and ranges
- To use effective questioning techniques to identify Customer's needs and requirements in order to select the appropriate item(s)
- To assist and advise customers in the selection of merchandise
- Be able to maximise sales opportunities through link selling
- Make customers aware and promote A. de Gruchy & Co. Ltd website and other in-store services we provide
- Email recruitment

Till Operations

- To present a professional image when using the till and processing sales
- To carry out all till functions competently on till as per company procedure
- To collect float for the till, replenishing change and to take up the daily takings when required
- To be aware of security risks when handling money and act vigilantly at all times.

Merchandising / Recovery / Housekeeping

- To deliver high standards of product presentation
- To ensure the department is well replenished
- Maintain a clean and uncluttered department

Motivation / Commitment / Flexibility

- To remain self-motivated and to be able to work without supervision
- To be committed to learning and developing product knowledge throughout your employment with A de Gruchy & Co Ltd
- To be fully flexible in terms of working hours and approaching the tasks asked of you

Working Safely

Being aware of and adhering to:

- Health and Safety Regulations
- Companies policies and procedures as outlined in the Company Handbook

Person Specification

Essential

- A passion for retail and Cosmetics, who can offer an excellent level of customer service
- Excellent verbal and written communication skills
- The ability to work as part of a team
- Uses own initiative and seeks out opportunities to learn and develop
- To be able to work on an individual basis and as part of a team
- Self-Motivated

How to Apply

In order to apply you will be required to complete an application form, please note CV will not be accepted.

An application form can be collected in-store from our accounts department on the first floor or downloaded from our website.

Once you have completed your application please return to the accounts department or alternatively post to:

Cristina Gherman, A. de Gruchy & Co. Ltd, P.O.Box 18, 50-52 King Street, St. Helier, JE4 8NN.

5 years' residency IS NOT required for this position.

Although every care is taken to ensure the correct closing dates are advertised occasionally we will close this vacancy prior to the published expiry date if we receive a high volume of applications. It is therefore advisable that you submit your application early to avoid disappointment. In the case of this happening please continue to visit degruchys.com for details of alternative vacancies.