
JOB DESCRIPTION

Job Title: Clinique Counter Manager

Responsible to: Department Manager

Hours per week: 37.5 hours per week over 5 days/week (fully flexible)

Staff Reporting: None

Job Purpose: To work on the counter and as part of the beauty sales team, provide excellent customer service and undertake replenishment and merchandising duties to help the store achieve sales and profit targets.

Key Responsibilities

Selling & Customer Service

To provide excellent standards of selling & customer service by:

- Maintaining and providing comprehensive product information to customers.
- Understanding and demonstrating customer care and high levels of customer service
- Displaying good listening skills to identify customer needs.
- Confidently making and closing sales
- Looking for link selling opportunities that will increase basket spend
- Understanding the importance of best-selling lines and feature hotspots

Merchandising

Replenish stock and maintain high standards of merchandising and housekeeping by ensuring that goods are attractively displayed and correctly priced in line with ticketing guidelines.

Team working

To work as part of the sales team to achieve personal and department/store objectives through:

- Carrying out additional duties, appropriate to grade, as and when required eg. Acting as a buddy to new starters
- Supporting and helping colleagues with their work and getting behind company initiatives as and when they arise
- Showing a genuine want to help the team achieve its objectives.
- Using initiative at all times
- Having the ability and willingness to acquire job-related skills and knowledge through self-development and by learning from others

- Demonstrating flexibility in order to meet store needs and special events eg. Sale, peak trading periods, floor moves

Communication

To communicate effectively with line management on a daily basis to ensure they are:

- Adhering to company policies and procedures on timekeeping, absence reporting, customer service etc
- Actively supporting and communicating with colleagues, customers, and managers.

Till Point Operation

- Ensure that all till point operations are carried out in line with company guidance.

Health & Safety

- To comply with Company standards in Health & Safety, Fire and Emergency, thus providing a safe environment for colleagues and customers.

Theft & Loss

- To be alert to fraudulent notes, suspicious behaviour, and theft – taking appropriate action as required.

Appearance

- To maintain a well-groomed appearance at all times in line with the uniform policy.

Person Specification

Essential

- Minimum two years retail experience
- Be fully flexible in relation to hours of work and able to work 37.5 hours per week Monday-Saturday 9 am-6 pm, Sundays during Christmas trade and stocktake and late nights
- To maintain a well-groomed appearance
- Displays a keen interest in skincare and cosmetics.

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.

Due to the high volume of applications only shortlisted candidates will be contacted.