



HUGO BOSS

HUGO BOSS is one of the leading premium fashion and lifestyle companies. More than 14,000 employees worldwide work hard to ensure the quality of the products. But a fascination for fashion isn't the only thing that our staff has in common: We also want to inspire people with our work.

And this inspiration begins with our employees. That's why we foster a working environment in which you can contribute your personality, ideas and creativity.

Job Title: Designate Hugo Boss Manager

Responsible to: Department Manager

Hours of Work: 40 hours over 5 days/week

Key Responsibilities

- To provide excellent levels of customer service and surpass customer expectations at every opportunity
- To maximise every selling opportunity to achieve store and individual sales targets and KPI indicators within the Specialist area
- To identify customer needs and answer all product-related questions
- Able to respond to queries regarding price, location, features, benefits, and use of Hugo Boss merchandise
- Able to answer queries from less experienced colleagues in response to customer enquiries. Recognised and deferred to by peer group as being more experienced and knowledgeable
- To administer 'Seven Steps' selling techniques to enable you to meet set targets.
- Monitor productivity in the area using daily sales record
- Influence others to actively sell
- Support management team in seeking new ways to create an exciting selling environment
- Build on selling skills by utilizing tools provided in weekly sessions
- Hold 'Try on Athon' to ensure the team are aware of fits/features weekly
- Ensure out-of-stock issues/best sellers are communicated to management and B&M as soon as possible
- Regularly conduct Competitor analysis

- To follow Company procedures and processes to maintain the security of stock, customer records, and cash handling
- To enhance standards of merchandise presentation and housekeeping.
- To attend and participate in all store meetings and training events as required
- Ensuring good communication and professionalism are maintained at all times.
- To adhere to company policy on dress code and conduct as outlined in the staff handbook.
- To foster a team working attitude and open to constructive feedback
- Any other tasks as outlined by the Store Management, being flexible in approach to the business demands.
- Manage alterations process within the specialist area, if applicable

PERSON SPECIFICATION

Essential experience

- Experience of retail sales in a luxury brand environment
- Experience within the 'Specialist Area' for which you are applying

Essential skills & Personal attributes

- Excellent communication skills both externally and at all levels in the company, both written and verbal
- Brand Knowledge and the ability to represent the brands attributes
- Demonstrates an ability to lead, motivate, train and develop a team
- Enthusiastic, self-confident and self-motivated
- Willing to adapt and take on new challenges and driven to continually improve
- Able to handle multiple demands and competing priorities successfully
- To ensure that professionalism is maintained under all circumstances
- Prepared to go the extra mile to achieve targets
- Seeks opportunities to be proactive and pre-empt client needs
- Demonstrates respect and politeness and regularly exceeds customer expectations
- Shows innovation and initiative in setting customer care standards
- Good influencing and communication skills
- Strong sales flare
- Demonstrates an ability to plan the work of the team to achieve the company goals
- Is aware of constraints and analyses risks
- Works effectively and efficiently

How to Apply

In order to apply you will be required to complete an application form, please note CV's 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.