

Main Responsibilities

Brand Passion

- Acts as a Maison ambassador; demonstrates and encourages enthusiasm and excitement for the brand, the history, and the culture
- Understands the brand guidelines; adheres to all brand standards
- Demonstrates an understanding of the market, competitors, local economic, social and cultural environment

Business Planning

- Monitors business results and sales associates performance
- Aligns boutique sales goals with the business plan and facilitates an environment for sales growth
- Supports execution of a successful activation and marketing plan that helps business goals
- Demonstrates an understanding of data and reports and uses them effectively to drive results
- Gathers and provides customer and staff feedback to Boutique Manager for future business planning

Leadership

- Provides instructions and directions for the team in alignment with the business plan, delegates work with clear expectations
- Coaches the team to understand and utilize product knowledge appropriately to drive sales
- Meets with the team members and understands what motivates each individual
- Identifies individual strengths and development areas for future development and growth
- Provides feedback in a timely manner and coaches team to improve performance; follows up with the team on a regular basis to assess progress
- Supports and fosters Montblanc On-Boarding Process
- Assists smooth integration of new joiners; analyses the team needs and effectively works with Boutique Manager to retain top talent

Sales & Customer Services

- Models expert understanding of the luxury selling culture and coaches sales associates to effectively apply all principles; is an entrepreneur acting manager on the sales floor in the absence of the Boutique Manager
- Supports the monitoring of key business drivers based on the business analyses
- Promotes clienteling, ensure the team to collect qualitative data and coach the team to establish trust and develop strong business relationships with clients
- Monitors the team provides excellent services to each individual entering the boutique, in line with Montblanc standards of customer service
- Ensures after sales services is well done
- Handle communication with complaining customer in a confident way and turn a complaining customer into a happy customer

Boutique Operations and Administration

- Demonstrates and controls all selling operational processes; maintains accurate documentation
- Assists management in controlling the inventory, assuring the consistency, correctness and appropriateness of the stock at any time
- Assists boutique manager in monitoring merchandising plans, especially for novelties. Ensures boutique visibility and environment align with brand standards

- Fully aware of procedures & guidelines, ensures understanding and adherence to these guidelines
- Ensures proper maintenance, keeps up the boutique in excellent states at all times

Candidate Profile

- Tertiary educated with minimum 4 years sales experience in luxury retail, preferably with sales background in accessories and watches, 1 year in supervisory level
- Good command of Cantonese, English and Mandarin. Other languages are advantageous
- Excellent selling, customer service and clienteling skills
- Sincere, warm and pleasant, and adaptable to changes
- Strong leadership with people management skill, with excellent interpersonal & communication skills
- Proactive, organized, multi-tasking, strong analytical and problem solving skills
- Computer knowledge in Word, Excel and PowerPoint