

SALES SPECIALIST - JOB DESCRIPTION

POSITION SUMMARY

Job Purpose: The Retail Specialist is the expert in an assigned department or specialized functional area, responsible for delivering distinctive guest experiences and drives sales results.

QUALIFICATIONS

Education & Experience 1+ years' experience in retail or hospitality; luxury guest experience is of interest. 6 months shipboard experience preferred.

Demonstrated ability selling Jewelry/Watches/Beauty across price points (\$2,000-\$5,000) relevant to the specialized area.

Demonstrated track record for driving sales through building loyal customer relationships.

Minimum high school diploma, associate degree or beyond preferred; studies in retail or hospitality is a plus.

ESSENTIAL DUTIES & RESPONSIBILITIES

Guest-Centric Experience

- Builds trust as a credible expert through personal presence, social skills, general knowledge, and presentation.
- Seeks to build deep relationships through the guest journey by sharing stories that inspire guests.
- Provides an informed and accurate response about products and services offered reflecting a commitment to the guest.
- Portrays a positive image of the onboard retail shops to all guests in order to build trust and credibility for the entire shop team.
- Responds promptly to resolve guests' requests and feedback, following up with guests as appropriate, escalating to management as necessary.

Managing Sales Activities

- Achieves or exceeds personal sales goals to maximize revenue opportunities independently.
- Drives positive energy and activity on the sales floor.
- Delivers brand service strategies and supports product initiatives.

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- Understands the overall market (e.g., competitors' strengths and weaknesses, trends, guest demographic, etc.).
- Performs other duties, as assigned, to meet business needs

Operational Excellence

- Utilizes retail systems and procedures to enhance selling efficiencies.
- Performs daily opening and closing procedures and is responsible for end of day point of sale audit.
- Maintains selling floor presentations and marketing, and restocks as needed.
- Participates in company and cruise line trainings as required.
- Adheres to all company, cruise line, and MLC policies and procedures.
- Is willing to cross-train and work in all areas/locations as required.

Specialist Role Differentiators

- Fine Jewelry Specialists are responsible for the exclusive jewelry shop, including luxury products.
- Fine Watch Specialists are responsible for the exclusive watch shop, including luxury products.
- Beauty Specialists are responsible for the exclusive beauty shop, including a variety of skincare, makeup and fragrance products.

LANGUAGE REQUIREMENTS

- Ability to speak English clearly, distinctly and cordially with guests.
- Ability to read and write English in order to understand and interpret written procedures. This includes the ability to give and receive instructions in written and verbal forms and to effectively present information and respond to questions from guests, supervisors and co-workers.
- Ability to speak additional languages such as Spanish, French or German preferred.

PHYSICAL REQUIREMENTS

While performing the duties of this job, the shipboard employee is regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste or smell. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

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Required to move objects by lifting carrying, pushing, and pulling. Stooping, kneeling and crouching are required to repair and check machines. Full mobility of wrist, thumb, and fingers is required for detailed electrical mechanical repairs.

All shipboard employees must be physically able to participate in emergency life saving procedures and drills. Full use and range of arms and legs as well as full visual, verbal and hearing abilities are required to receive and give instructions in the event of an emergency including the lowering of lifeboats. Ability to lift and/or move up to 50 pounds

LEADS WITH PASSION, DRIVE AND ENERGY

- Promotes team unity at all levels within the Team and collaborates well with shipboard and shore side management.
- Shows motivation to learn and grow in the department

ACTS WITH INTEGRITY

- Creates a climate of trust, mutual respect, and a professional image. Is highly organized.
- Able to work closely as member of a large team and has self-discipline throughout their time on board.
- Maintains guests' and employee confidence and protects the organization's reputation by keeping guest and company information confidential.
- Works closely and cooperates with superiors, colleagues in order to achieve the highest possible passenger satisfaction from the products served.
- Attends meetings, training activities, courses and all other work-related activities as required.
- Enhances department and company reputation by accepting ownership and accomplishing a diversity of requests while exploring opportunities to add value to job accomplishments.
- Projects a favorable image of the company, promotes its aim and objectives, and fosters and enhances public recognition and acceptance of all its areas and endeavors.

BENEFITS:

- Contract with an average length of 6 - 8 months.

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- Free food & shared accommodation (2 people per cabin).
- Crew areas activities on board (gym, crew bar, shore excursions, social activities, crew events, etc.)
- Joining tickets: are provided by the company.
- Repatriation tickets: are provided by the company.
- Visa expenses reimbursed on board.
- Earn recognition and career advancement opportunities.



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