

SALES ASSOCIATE - JOB DESCRIPTION

POSITION SUMMARY

Shop Attendant / Sales Associate- is accountable for achieving individual sales goals and ensuring optimal guest experience by building lasting relationships. The role is also accountable for continuous learning of product knowledge and professional representation of brands, execution of selling ceremonies and operating processes.

EDUCATION AND EXPERIENCE

1+ Years' experience in retail or hospitality; luxury guest experience is of interest.

Proven track record driving sales performance through business development activities including product launches or events.

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

KNOWLEDGE SKILLS & ABILITIES

Respects and understands others and displays multi-cultural awareness. Passionate about guest experience and the hospitality/retail industry.

Able to stay calm and perform well in busy and stressful situations in a constantly changing retail environment.

Able to retain a high volume of information to answer questions about all products. Leads by example of having a positive attitude.

Possesses an open mind to new ideas. Possesses organizational and teamwork skills.

Possesses exceptional guest relations and creative ideas when creating a special experience or moment for the guest.

Commitment to exemplifying integrity and professional business standards. Proficient knowledge of Microsoft applications and POS software.

RESPONSABILITIES

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- Delivering brand service strategies and supports product initiatives.
- Contributing to upholding the visual display of all products in accordance with visual standards and guidelines.
- Maintaining selling floor presentations and restocking as needed.
- Maintaining merchandise and operational standards within assigned departments, including replenishment and housekeeping (set up/take down).
- Maintaining neat and organized understock and stock room/locker.
- Completing stock count daily and perpetual inventory activities.
- Maintaining security standards within the store to ensuring safety of customers, colleagues, and merchandise.
- Performing other duties to meet business needs, as assigned.
- Learning about the guest and excites them about upcoming experiences of interest.
- Inspiring the guest to indulge in a memory from their dream vacation by creating a lasting positive impression including the purchase and the retail shops.
- Seeking knowledge to understand the overall itinerary, guest shopping decisions and fashion trends.
- Clearly communicating (both verbally and in writing) ideas, information, proposals, instructions, issues using appropriate tone and language.
- Providing an excellent customer experience through the most attentive customer service.
- Providing an informed and accurate response about products offered reflecting a commitment to the guest.
- Working as a team player and partnering with fellow employees, fostering open and constructive communication, and contributing to a positive working environment.
- Completing required training in the expected time frame and participating in ongoing learning opportunities.
- Utilizing retail systems (POS) and procedures to enhance selling efficiencies and transactions.
- Performing daily opening and closing procedures and being responsible for end of day point of sale audit.

SUCCESS MEASURES

- Receives positive guest comments.

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- Achieves personal sales goals.
- Achieves Jewelry leads generated goal.
- Maintains visual compliance standard.
- Compliant in all areas of Asset Protection.

KEY COMPETENCES MODEL CHARACTERISTICS

- Customer Focus
- Magnetic
- Cross-Cultural Agility
- Approachable
- Business Acumen
- Enthusiastic and Outgoing
- Drive for Results
- Open-minded
- Relationship Management
- Team Player
- Cross-Cultural Agility
- Self- Accountable
- Goal Oriented

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

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by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

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.

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BENEFITS:

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

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