

# feather&black

## **Job Description: Retail Sales Consultant - Henley**

**Reports to:** Retail Store Manager

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### **Summary of Role**

Supports the Store Manager to achieve the store targets. Provides a positive customer experience in line with f&b Sales & Service Programme. Develops new customer relationships and owns the order lifecycle through to successful delivery and satisfaction call. Builds strong relationships with colleagues and management. Runs the store independently as required.

### **Key Duties and Responsibilities**

#### Sales and Service

- Meets or exceeds own sales and KPI targets.
- Contributes to the attainment of team sales goals
- Delivers the agreed f&b Sales & Service Programme customer experience
- Manages the customer order lifecycle from quote through to confirmation, ATP date changes, delivery and post-delivery satisfaction follow up call. Explains the after sales policy.
- Chases outstanding payments for orders pre-delivery.
- Diffuses customer order issues and works with other departments to deliver a timely resolution.

#### Human Resources

- Maintains a good knowledge of all f&b products and services.
- Supports Store Manager with training other Retail Consultants.
- Works collaboratively with colleagues.
- Acts in accordance with company values and beliefs.
- Maintains a high level of attendance and punctuality.
- Presents a professional appearance in line with company dress code.

#### Visual Merchandising

- Supports Manager to deliver a commercial and inspirational layout.
- Participates in the merchandising of the store as directed in the visual merchandising guidelines.
- Identifies and escalates merchandise status – best sellers, slow sellers and stock shortages.

#### Operations

- Assists Store Manager with all aspects of store operations.
- Helps maintain excellent housekeeping standards.
- Helps maintain a secure and hazard free environment.
- Helps control shrinkage through loss prevention awareness. Escalates shop theft – external and internal.
- Opens and closes the store as required.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties and skills required.

If you are interested in hearing more about the opportunities which we have in our Henley store, please contact [hr@featherandblack.com](mailto:hr@featherandblack.com)