



# BREMONT

JOB TITLE	Sales Associate
TEAM	Sales
LINE MANAGER	Boutique Manager

We are dedicated to creating an open and inclusive working environment, and this starts with our recruitment practices. We try to ensure that everybody who is interested in joining our team has equal opportunity and ability to start that journey with us. We intend to have flexible and accessible hiring practices and will make every attempt to adapt to your needs throughout. We welcome any requests for adjustments in our processes.

## ABOUT BREMONT

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Founded in 2002, Bremont is a British watch company renowned for creating mission-ready, highly durable, mechanical timepieces that are fit for purpose, whatever the environment. Bremont is unique in manufacturing movements and parts and assembling watches in the UK at its state-of-the-art facility in Henley-on-Thames. Our mission is to design and manufacture the ultimate tool watches. We are motivated by a relentless determination to create the world's most capable tool watches. Our mission is to be there at the limits of possibility in adventure and exploration. Inspired by those individuals who prove that anything is possible and epitomise our mantra... 'Take It Further'.

## KEY PURPOSE OF THE ROLE

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To ensure the smooth day to day running of the boutique, delivering the highest level of customer service and satisfaction, while aiming to ensure the sales budgets are achieved. The Sales Associate will support in seeking new clients and increase the customer database, through networking and boutique events. In addition to these responsibilities, the Sales Associate must exude a passion for Bremont and be always a true brand ambassador, but particularly at key events.

## KEY RESPONSIBILITIES

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- Develop and maintain high-level key customer relationships to increase sales opportunities and satisfy customer
- Consistently achieve and/or exceed monthly and quarterly budgets and targets
- Put forward marketing initiatives for the boutique to drive awareness, footfall, and sales to the Boutique Manager
- Be perfectly presented on the shop floor and when representing the brand
- Demonstrate ability to proactively recruit new and develop existing clientele
- Provide customers with product knowledge and recommendations on which Bremont products best suit their needs
- Cultivate and maintain good relationships with clients
- Ensure a best-in-class client experience acting as an ambassador for the company
- Deliver consistent first-class customer service and after sales experience to increase and retain customer loyalty
- Ensuring live chats are attended to daily, making sure the staff use excellent written skills, that all questions are replied to with a swift response and ensuring accurate information is given
- Responding to all emails as soon as they arrive, working on those client leads with a view to turn them into sales
- Use all computer-related tools available to increase the efficiency of a sale
- Ensure compliance for GDPR Data protection requirements and adhere to maintaining confidentiality of sensitive information held
- Flexibility to work varied shifts including evenings and weekends. Provide support at other Boutiques when required
- Ensure events run smoothly by assisting with set up and take down, meet, and greet guests and find opportunity to connect with the object in building a client profile and sales

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- Receive and distribute service/repair watches – liaise with Customer Service team to ensure customers are given great customer service and follow up throughout this process
  - Take pride in the boutique with visual standards and ensuring the boutique is in perfect condition to match the quality of our product
  - Support other colleagues by working as part of a Bremont team

### **PERSON SPECIFICATION**

- A hard working and reliable attitude
- Proven success of working in a fast-paced and changing environment, who delivers against objectives.
- Effective merchandising skills and attention to detail
- 2-year minimum luxury retail experience
- Strong grasp of both mainstream and niche watch brands
- Independently motivated along with strong interpersonal skills
- Excellent presentation and written skills
- Extensive IT skills, with experience in Microsoft Office including Word, Excel and PowerPoint (minimum intermediate Excel)

We welcome applications from candidates who do not 100% meet the role requirements.

### **COMPANY BENEFITS**

- 20 days holiday entitlement from the off, increasing accordingly to length of service
- Life assurance
- Excellent length of service awards featuring the issuing of those Bremont timepieces we are all so proud to produce
- Significant permanent employee discounts on Bremont Watches, with great 'family and friends' Sales
- Unique retail discounts for many different brands, available both locally and online
- Enhanced Maternity and Paternity leave
- Wellbeing initiatives including counselling and 24/7 financial & legal advice
- Strong support regarding time off for you partake in any commendable volunteer work.
- A day's holiday for you to celebrate your birthday!
- We're a sociable bunch and plan several social events throughout the year
- Training programmes offered with a focus on career development within the company
- A fantastic and enviable new facility in which to work

### **WORKING ENVIRONMENT**

- Standard weekly working hours are 40
- Shop opening hours are Monday – Saturday 10am-8pm & Sunday 10pm-7pm
- This role works autonomously, in line with boutique managers

### **INTERVIEW PROCESS**

#### Stage 1

Interview with hiring manager and senior manager onsite.  
Smart dress code for onsite interview.

#### Stage 2

Interview with senior manager via teams