

SOPHIE HUGHES

SOPHIE HUGHES, INC. | 681 TREMONT ST, STE 2 | BOSTON MA 02118 | OPS@SOPHIEHUGHES.COM | 857-207-5107

ABOUT SOPHIE HUGHES

Sophie Hughes is Boston's destination for sustainable fine jewelry. Our array of designs include signature styles like minimalist bezels, low wearable settings, and organic curves. Sophie Hughes designs are artisanally crafted with rare antique diamonds and recycled 18 karat gold - and with the utmost attention to detail, ensuring that each piece is not only exceptional, but truly one of a kind. Sustainability is at the core of Sophie Hughes. We prioritize our purpose with our high standards of material sourcing, carbon neutrality, and our commitment to giving a percentage of our sales back to grassroots environmental organizations. The client experience at Sophie Hughes reflects the authenticity of our approach - with a warm, memorable, and personal experience for each client.

CLIENT RELATIONS ROLE

Sales & Clienteling

- Create a warm client experience throughout all interactions, to create lasting relationships
- Meet one-on-one with clients to personally guide them through their purchase. Advise on the styling and functionality of their jewelry choices.
- Possess strong product knowledge of the entire Sophie Hughes collection, diamonds, and our sustainability standards in order to educate our clients. (This is the first fine jewelry purchase for many of our clients.)
- Be communicative and timely in all email responses to clients, and consistently follow up with them
- Coordinate between clients and the studio, using our project management software, to help meet deadlines and exceed client expectations
- Thoroughly document current project status & all client requests through each stage
- Maintain website product listings
- Merchandise the display cases

Marketing Support

- Support our Marketing Lead on projects such as: Instagram, Newsletter, Public Relations, Content Creation, & Website

Qualifications

- Organized and detail oriented while multitasking
- Strong styling eye and personal taste
- Bachelor's Degree or equivalent work experience (bonus: luxury retail experience)
- Well-versed in Google Workspaces, Apple systems, Shopify, & Adobe Photoshop/Illustrator
- Strong interpersonal and communication skills (including written)
- Independently motivated
- Bonus: familiarity with fine jewelry, diamonds and gems
- Bonus: DSLR & iPhone photo skills

Hours & Compensation

- Full-time or part-time, with a semi-flexible work schedule
- Some Saturdays required in-person
- Compensation commensurate with experience
- 2 weeks paid company holidays & health insurance stipend