



**OLIVIA · BURTON**  
LONDON

## **Sales Assistant**

**Location - London Covent Garden**  
**Reporting to – Store Manager**  
**Role Type – Permanent, Full Time**  
**40 hours per week, Monday – Sunday**

### **About Olivia Burton**

Olivia Burton is an exciting fashion and lifestyle business mixing vintage styles with catwalk trends, to create strikingly original designs. The coveted brand launches new collections of directional styles every two months, allowing Olivia Burton to react to seasonal trends and offer the consumer constant newness.

In July 2017, Olivia Burton was acquired by Movado Group, a \$600m global watch group with watch licenses including Hugo Boss, Tommy Hilfiger and Lacoste.

### **About the Role**

As a Sales Assistant in our Covent Garden store, you are the first point of interaction with the client and it is down to you to ensure the customer receives a quality reception as well as establishing consumer loyalty and satisfaction. It is for this reason that a Sales Assistant is key to Olivia Burton.

In your role you will be a brand ambassador that delivers outstanding customer service. You will be driving sales on the boutique floor and be passionate about fashion and current trends. You will be able to demonstrate behaviors that lead to high trust and accountability.

### **Responsibilities**

- Achieving daily and weekly individual sales targets and KPI's as defined by the Store Manager in order to achieve the store objectives
- Providing excellent customer service at all times
- Deal with customer enquiries and refunds professionally and effectively, converting refunds into sales opportunities, where possible
- Replenishing the products on the sales floor as outlined in the Company procedures whilst respecting the visual merchandising standards
- Assisting with merchandising and inventory activities, always keeping the sales floor and store image neat, organized, clean and stocked
- Processing transactions accurately and efficiently
- Complying with all sales related policies and procedures
- Unpacking merchandise and stock checks

Movado Group UK Ltd trading as Olivia Burton

First Floor, Unit D Zetland House, 5-25 Scrutton Street | London | EC2A 4HJ

Company No: 06183896 | Vat No: 900102210



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- Acting as a role-model to implementing the internal procedures, the Company standards and the product awareness
- Providing active support by sharing knowledge as a brand expert, in order to help develop new staff correctly with the aim of achieving the store goal

### **Skills and Experience**

- A proven track record of driving sales, gained ideally in the fashion watches or jewellery sector
- The ability to work well within a team
- Demonstrate high levels of motivation, ambition and drive
- Demonstrate initiative, decisiveness and effective problem-solving skills
- The ability to multitask and meet deadlines
- Commercial awareness
- Highly organised and able to work under pressure
- Excellent communication skills
- An awareness of the Covent Garden market and customer
- Trend aware and fashion conscious
- Well presented at all times
- Shopify experience preferable