

JOB DESCRIPTION

Job Title	KGA Consultant
Reports To	Area/Consultant Sales Manager

Job Purpose Summary

To grow the business in line with Company forecasting.

Scope

As required by the Area/Consultant Sales Manager to work within the store team and drive the business as required.

Key Responsibilities and Accountabilities

CUSTOMER SERVICE

1. To deliver a high standard of customer service at all times.
2. To greet customers with a smile and adopt a polite and helpful attitude.
3. Endeavour to exceed customer expectations, whatever their needs.

PRODUCT KNOWLEDGE

1. To demonstrate a thorough knowledge of all the products.
2. Communicate your knowledge in a clear manner, highlighting the key benefits and correct usage.
3. Use key selling statements to create the desire for the customer to purchase.

SELLING SKILLS

1. Achieve the Company individual productivity targets.
2. Use positive opening statements to initiate a conversation with a customer.
3. Use open-ended questions and listening to identify his/her needs.
4. Demonstrate all appropriate products and encourage customer feedback.
5. To link sell products to customers.

CUSTOMER RECRUITMENT

1. Develop an active customer filing system to promote customer loyalty.
 2. Introduce the Customer File Card to quality customers who will be loyal to the brand with repeat business and who would benefit from knowledge of Customer Events/new products.
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3. Demonstrate knowledge of accurate card completion and filing system.
 4. Achieve given targets.
 5. Fill in the customers file card every time they return to the store to purchase.

IMAGE

1. To portray Company grooming guidelines at all times.
2. Company uniform is to be worn at all times and personal grooming should adhere to Company standards.
3. Counter merchandising to reflect current marketing and Company guidelines.
4. Counter, merchandise and testers to be kept clean and tidy at all times.

TRAINING & DEVELOPMENT

1. Ensure you reply to training invites in a timely manner.
2. Attend all training and sales meetings as requested by Area/Consultant Sales Manager.

TARGETS

1. Ensure you are aware of daily individual productivity targets.

SALES REPORTS

1. All paperwork and sales sheets to be fully completed legibly and submitted on time.

ADMINISTRATION

1. All counter and personal administration to be completed accurately and submitted as requested on a timely basis.
 2. All correspondence from Head Office to be read and actioned as appropriate on a timely basis.
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PERSON SPECIFICATION

Job Title

Sales Consultant

Knowledge and Skills

- Fragrance and cosmetic market awareness.
 - Basic numeric skills.
 - Retail and/or sales experience.
 - Competent at paper based administrative tasks.
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Key Competencies

- Self-driven, results-oriented with a positive outlook.
 - Effective at planning and organising self.
 - Reliable, honest, tolerant and determined.
 - Mature, credible and comfortable in dealing with KGA and Store Senior Managers.
 - Excellent communicator.
 - Able to work and motivate within a team environment. Being a team player.
 - Well presented and smart.
 - Keen for new experience, responsibility and accountability.
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Personal Situation

- Able to work the hours required to meet the demands of the job.
 - Domestic arrangements flexible to support early and late working as required by the role.
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