

HUGO BOSS

HUGO BOSS UK Ltd. is a wholly owned subsidiary of HUGO BOSS, distributing all collections throughout the UK and Ireland

JOB DESCRIPTION

Position: Sales Associate

Department: Stores

Reports to: Store Manager

Direct Reports: N/A

Hugo Boss is a platform of two brands with two lifestyle stories, BOSS and HUGO.

BOSS: BOSS is for those who lead a self-determined life with style, passion, and purpose. The collections offer dynamic, modern designs to form a complete wardrobe for the inspirational BOSS of today.

HUGO: The HUGO collection is created for the rule-breakers who go their own way, offering denim to activewear with individuality and attitude.

HUGO is a broad range of commercial and contemporary pieces, reflecting the authentic and unconventional HUGO style. BOSS is quality casual, chic and restrained elegance paired with a pinch of luxury.

In your role as a Sales Associate, you are passionate about our products and brand to provide Customer Service Excellence at all times whilst building a loyal customer base of repeat shoppers to drive commercial success.

KEY RESPONSIBILITIES

- Deliver Customer Service Excellence whilst building a loyal customer base of repeat shoppers
- Responsible for CRM data gathering & quality management
- Contribute to achieve the location's performance targets and individual KPI's
- Support in transaction, complaint & return handling
- Participate in regular trainings to continuously develop
- Support in all operations for loss prevention and stock management
- Proficient utilization of business systems & latest technology
- Drive the use of all available tools and ensure procedures are executed and policies followed

ESSENTIAL REQUIREMENTS

- Previous retail, hospitality or customer service experience along with an excellent understanding of premium fashion industry
- Excellent interpersonal and communication skills at all levels
- Demonstrate strong commercial acumen and brand knowledge
- Ability to be flexible & adaptable to the need of the business
- Willingness to constantly learn & develop
- High cultural knowledge & awareness
- Proactive and positive attitude

The duties/responsibilities outlined in this Job Description are not an exhaustive list, nor are they intended to be. There may be business requirements and circumstances that will alter, add or remove the need of some of the listed tasks. Flexibility is required within this role in order to meet business demands.

