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Beauty Confident

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Company: CHANEL

Location: İstanbul

Category: other-general

In line with the F&B vision and mission, the Beauty Confident creates a unique and memorable experience for each client, at every moment and at every point of sales. Combining a business orientation and a passion for the client, the Beauty Confident is an artist of relation who contributes to the Brand image and helps to build retail leadership in the market.

KEY RESPONSIBILITIES

CHANEL Ambassador: the Beauty Confident embodies the values of the Brand.

·CHANEL Insider: has a solid knowledge of the Brand, its heritage, modernity and know-how. Shares it with the clients as well as the team.

·Implements all training received, is curious to learn more to nourish a beauty culture and trend knowledge, being pro-active in self-learning.

·Respects the uniform and grooming guidelines at all times.

·Ensures that work area is clean, tidy, hygienic, and professional at all times; knows and respects VM guidelines.

Experience creator: the Beauty Confident surpasses client expectations.

·Creates a tailor-made client experience, personalized solutions for each visit and each client, using the CHANEL experience ritual and building long-lasting relationships with clients.

·Embraces digital shopping trends and is keen to play an active role in delivering a seamless omni-channel experience for clients

·Co-creates stories with and for the client, sharing the brand culture and blending it with the client's personal story and the point-of-sale environment to come up with unique moments

made just for them.

- Handles client service complaints and requests effectively and according to guidelines, can deal with complexity and challenging situations.

Business driver: the Beauty Confident is performance-minded in order to achieve our objectives.

- Knows and understands the business challenges and maintains discretion about all areas of the CHANEL business

- Contributes to building the business by achieving sales targets, using all levers such as products, services, data capture ... to retain, recruit and grow client return rate.

- Has appropriate knowledge of operations to ensure the smooth running of the business, and reports to the Boutique Manager.

Team player: the Beauty Confident acts interdependently and demonstrates team spirit

- Has a positive attitude, communicates with the team and the manager on a regular basis, and has a sense of ethics and integrity.

- Treats others with respect, acknowledges cultural differences, and is willing to learn from those differences

- Shares best practices with the team, is proactive and contributes to nourishing the collective knowledge and skills.

EXPERIENCE AND QUALIFICATION

- Eagerness and willingness to take care of the client; retail experience is a plus.

- Have a University Degree Diploma and experience of a minimum of 3 years in a sales position in a retail environment, luxury experience would be an advantage.

- Selling skills and performance-driven

- Knowledge of operations

- Technology savvy and digital trend awareness

- English is mandatory

- Makeup skills

SOFT SKILLS

- Interpersonal skills, ability to establish an emotional connection and build a relationship

- Empathy and listening skills

- Generosity and art of caring

- Curiosity, openness, and eagerness to learn
- Problem-solving and ability to deal with complexity and change
- Self-awareness, self-confidence
- Enthusiasm, energy, and motivation
- Storytelling and ability to engage and inspire
- Team spirit, ethics, and integrity
- Positive body language

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