

# Turkey Jobs Expertini®

## Senior Client Advisor - Istanbul

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Company: Tiffany & Co.

Location: İstanbul

Category: other-general

### **Tiffany & Co. is opening doors to talents with strong passion and desire to enter in Tiffany world!**

Tiffany & Co... the name instills images of Beauty, Romance and the iconic Blue Box. It is a Symbol of Excellence. For more than 180 years, Tiffany has created a legacy of exquisite designs and romantic ideals. Tiffany & Co.'s rich heritage of celebrated artists, historic milestones and magnificent jewelry creates the foundation from which our employees build upon each day. Tiffany employees are passionate, kind and professionally committed. We hold ourselves and our co-workers to very high standards. We continually educate ourselves about new merchandise collections, cultures and the evolving luxury market. Our respect and love for the brand creates a workplace like no other. We expect our employees to deliver the Tiffany Experience to each and every customer and Tiffany is committed to creating an organization that recognizes and rewards excellence in service of this promise. For us, it is a dream to be associated with a company that is forever aligned with exquisite craftsmanship, timeless design and a dedicated commitment to corporate sustainability. As a Senior Client Advisor, you will be an ambassador of the Brand, ensuring the that every Client is treated according to the Tiffany promise. You will strive to discover your Clients and their every need, and to guide them across the Brand. You will be a role model to the team and you will support your Manager in operational duties. You will proactively reach out to your Clients in order to achieve individual and team goals.

#### **Responsibilities:**

**Elevate in store experience by consistently delivering memorable moments of joy for**

### **our clients, setting a role model for other Client Advisors:**

Demonstrate thoughtfulness, curiosity and optimism. A Senior Client Advisor is a passionate brand ambassador seeking to provide genuine and personalized Tiffany Touch during every client interaction.

Demonstrate Client Experience Behaviors aligned with the Tiffany Promise and identified through our Mystery Shopping and Voice of Customer Programs.

Execute best practices by optimizing hospitality and store amenities to create unique experiences and take action on TEI performance and client feedback, organizing Private Appointments, BAT (Breakfasts at Tiffany) and proactively prospecting new clients through own network.

Resolve client and peers concerns leveraging judgment and thorough knowledge of policy, procedure and guidelines.

Act as a role model to the team and lead by example. Share expertise with generosity and support peers in their onboarding and throughout their growth.

### **Deepen the relationship with our clients to drive lifetime loyalty:**

Carry out operations and sales support functions to support the team in consistently achieving or exceeding monthly, quarterly and annual store sales plan and be accountable for sales results.

Demonstrate sales leadership; Capture client data during interactions to cultivate new and existing clients, work on BIOs, strategically building up key information to feed client book and ad hoc outreach action plan to develop a lifetime relationship.

Act as Guest Experience Manager and perform as a team player, participate in all activities contributing to the overall performance of the store. Help animate morning huddle, help elevate team input, help challenge status quo and seek solutions.

Develop the highest standards of Brand and product knowledge.

Drive business through key product pillars. Strong focus on Diamond Expertise & High Jewelry Sales.

Respect Brand standards in terms of grooming and behavior at all time.

## **Provide exceptional operational support to drive sales and service:**

Ensure compliance with all internal control procedures and maintain inventory accuracy.

Partner and communicate effectively with Client Advisors, Management and clients to respond and follow up to requests quickly and accurately.

Support Company operations efficiency objectives by ensuring all activities maximize productivity and by providing feedback on process changes through appropriate channels

Assist management in daily operations (stock, operations, visual merchandising and opening / closing duties) and coordinating work and coaching team members to improve performance when acting as manager on duty.

Takes the lead, partnering with the operations professional to ensure operational excellence in all tasks.

### **Required Qualifications:**

3-5 years of prior retail experience in retail operations with comprehensive knowledge of stock and store operations, visual merchandising, after sales and administration

Strong analytical skills

Proficient in Microsoft Word and Excel

Organized, detail oriented and have a professional attitude plus interpersonal skills

Flexibility to perform different tasks based on day-to-day business needs and providing a commercial mindset

Turkish and English speaking abilities are mandatory, a third language is an appreciated plus.

Preferred Qualifications:

A college/university degree.

Graduate Gemologist degree or previous Gemological Institute of America (GIA) course work is preferred.

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