



CREW CLOTHING COMPANY

JOB DESCRIPTION

Role	Sales Assistant	Reports to	Store Manager
Department	Retail	Hours	Contracts vary
Grade	NA	Version	1.0

Crew Clothing Company was founded in Salcombe in 1993. Today Crew is a great British brand, and our success lies in our authentic passion for producing great looking, well made clothes. We now have more than 70 stores and a thriving website, and the business continues to grow.

Our people are at the heart of our company. With a passion for exceptional service, and a love for our product, our team is dedicated to offering the best customer experience – nothing is too much trouble.

Purpose of the role:

To generate sales by delivering outstanding customer service and maintaining impeccable store standards ensuring customer loyalty is retained.

Responsibilities:

- Achieve sales targets by demonstrating passion for the product and the brand
- Provide accurate information about our product to the customer including features and benefits and stock availability
- Promote our multi-channel shopping options to ensure maximum customer satisfaction
- Provide an inviting and welcoming atmosphere for our customers
- Process sales transactions with care and in line with company guidelines
- Demonstrate flexibility in order to meet the needs of the store

Key Performance Indicators

- Sales Growth
- Average Transaction Value
- Data Capture
- Units per transaction

Key Skills and Experience

Essential

- Customer service focused
- Good communication skills
- Experience in retail industry

Desirable

- Good IT skills
- Experience of working in a luxury fashion brand