

Fragrance and Beauty Advisor

Chanel
Williamsburg Brooklyn, NY

Job description

People & Business Development

- Educator and coach to F&B Advisors on product knowledge, artistry skills, Inside Beauty content, clienteling, and client experience.
- Assist Boutique Director & Assistant Manager with training on all new launches and/or service platforms.
- Responsible for providing the ultimate client experience both in the store and through client outreach
- Lead client service initiatives, including events and animation, and work with team to understand and execute client follow-up, top selling behaviors, etc.
- Establish relationships with Education Executive and National Makeup Artists to continue learning of team following all in store events and development days
- Be an actively contributing team member; communicate professionally and foster a team environment of sharing and collaboration.
- Meet or exceed monthly sales goals through individual and team sales.

Client Experience

- Assist with creating a culture of service; provide a unique and memorable in store and after sales experience to every client, every day and at every point of sale by being the Host of the sales floor.
- Set the standard for the team through a passion and eagerness to assist clients and ensure a welcoming environment exists on the floor.
- Provide support to Boutique Director & Assistant Manager during event coordination and execution.
- Create client relationships, capturing names and information into Clienteling App and following up on products and their experience.
- Monitor teams use of Clienteling App and be the point person of assistance/education when needed. Lead for CASS system
- Promote omni-channel service for the House of Chanel, referring clients to our fashion boutique or chanel.com.
- Foster a culture of building relationships and personalizing client experiences

- Co-ownership of all brand image, hygiene standards and visual merchandising requirements
- Attend seasonal seminars hosted by Education team

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