

# Sales Assistant – Seasonal- Full Time

Ogier Stores Switzerland: Verbier – Crans-Montana – Zermatt

Ogier Stores France: Val d'Isère – Megève – Chamonix - Courchevel



Ogier is a French Fashion House established in 1948 specializing in ready to wear, ski wear, leather goods and accessories.

## Description of Job

### Role Mission

To provide customers with top quality service by meeting their needs and expectations as well as to increase the brand loyalty by communicating as "Ogier ambassador" the philosophy and the culture of the Brand.

### Key Accountabilities

- Serve customers accordingly with Ogier selling standards.
- Provide exceptional customer service experience by greeting, listening and assisting customers in exceeding their needs, demonstrating an excellent knowledge of the products as well as of Ogier history and heritage.
- Guarantee cross and up selling for all product categories.
- Discuss with clients and give advices on general trends in fashion world and developments in luxury market, showing passion for fashion and luxury products.
- Build and strengthen relationships with customers, deal with different nationalities and personalities and put always the customers at ease.
- Ensure qualitative monitoring and updating of customer information, accordingly to the Company tools, in order to retain actual customers and detect new high potential

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ones.

- Ensure the achievement of individual and Store goals, enhancing and developing the business.
- Contribute to manage the visual display of the products in accordance with Ogier visual standards.
- Ensure store functional maintenance and appropriate levels of products on the sales floor, in line with policies and procedures.
- Follow Company grooming, accordingly with Ogier standards and policies.

## **Profile**

### Key Requirements

- Previous experience in a similar role within fashion retail companies or luxury hotels
- Proven ability to drive and exceed individual and store result
- Deep passion for fashion and luxury
- Knowledge of the Alpin Ski industry
- Excellent commercial awareness and customers' attitude
- High flexibility and ability to adapt to different customers
- Team-player mentality
- Strong communication skills
- Ability to work in a fast moving and dynamic environment
- Luxury product knowledge
- Fluent in French
- Fluent in English
- Knowledge of German (Depending on locations)

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