

Shop Specialist (Jewelry)

Gather Resources Madagascar

Description

The Shop Specialist Jewelry is an expert in an assigned jewelry section, responsible for delivering distinctive guest experiences and driving sales results.

The Shop Specialist Jewelry sells high-end jewelry, acts as a jewelry expert and brand ambassador, delivering personalized guest service and product knowledge, maintains store standards, and ensures adequate stock levels. The Shop Specialist Jewelry monitors their section, assists in other categories, and educates guests on jewelry quality and value.

Qualifications

English and French proficiency skills at minimum C1 level, both with guests and team. Additional another European language (Italian, German, Spanish) at B2 is considered an asset;

A degree or relevant certification (e.g. GIA) in a related jewelry field is preferred;

Strong communication skills, with the ability to convey ideas, information, and instructions clearly and appropriately in both verbal and written form;

Minimum one – two years of experience in a jewelry store or a similar high-end retail environment. One year shipboard experience is preferred;

Has expertise in gold, silver, diamonds, and gemstones, and executes promotional events;

Strong knowledge about KPIs and delivers product training to the staff;

Demonstrates a proven ability to drive sales performance through strategic business development initiatives, including successful product launches and promotional events;

Ability to work long hours onboard in a dynamic environment.;

Calm when dealing with problems and difficult people; Reliable, honest, and effective;

Strong knowledge of point-of-sale (POS) systems and operational procedures, ensuring efficient transactions and accurate application of promotional offers; Strict adherence to sanitation, safety, and security protocols; Professional grooming standards and polished presentation.

Responsibilities

Performing daily opening and closing procedures and being responsible for end of day point of sale audit; Ensures that all product displays strictly comply with established visual standards and guidelines, maintaining an organized and appealing selling floor presentation while restocking merchandise promptly to guarantee continuous product availability;

Greeting guests upon arrival and starting an engaging conversation by asking insightful open questions regarding their needs and preferences;

Portraying a positive image of the onboard retail shops to all guests in order to build trust and credibility for the entire shop team;

Providing an informed and accurate response about products and services offered reflecting a commitment to the guest;

Deliver courteous, personalized, and brand service strategies to guests, ensuring a premium shopping experience, and support product initiatives;

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Responsibilities (continued)

Contributes to maintaining the visual presentation of all products, ensuring strict adherence to established display standards and guidelines;

Builds meaningful guest relationships throughout the journey by sharing engaging stories that inspire confidence and encourage purchases;

Responds promptly to guest requests and feedback, providing effective follow-up and escalating matters to management when necessary to ensure timely resolution and sustained guest satisfaction;

Showing a strong commitment to achieving or exceeding both individual and team sales goals to maximize onboard revenue opportunities independently;

Maintains selling floor presentations and marketing, and restocks as needed;

Handle merchandise responsibly, safeguarding against loss;

Conducting regular stock counts, perpetual inventory activities, and report discrepancies to management;

Ensures strict compliance with security, sanitation, and safety standards within shops and storage areas, safeguarding customers, colleagues, and merchandise while maintaining an orderly and protected retail environment;

Participate in training sessions to enhance product knowledge;

Uphold professional grooming standards and act as a brand ambassador, representing company's values and luxury retail standards;

Operate point-of-sale (POS) systems accurately and efficiently;

Cross-training and working in all shop areas/locations as required.