



SALES ASSOCIATE FULL-TIME (F/M/D)

For our **Store in Florence**, we are looking for you as an experienced and dynamic

Sales Associate (f/m/d)

Reporting to	Store Manager
Hours	40
Location	Leica Store Florence

POSITION

We are searching for experienced retail talent with a passion for and knowledge of photography and a drive for outstanding client experience, development of own client lists and sales. As a member of our team, you are responsible for excellent customer service in line with our Leica retail standards. You are an ambassador of the Leica Camera brand in the market and make each customer feel welcome and cherished on an exclusive level.

KEY ACCOUNTABILITIES:

Sales performance

Achieve and exceed sales - individual and store goals - and key performance indicators (KPIs).

Maintain a strong drive for outstanding results and a positive mindset at all times.

Client development

Ensure a welcoming client focused environment, which includes offering best-in-class service, in person, over the phone and through electronic communication, in the spirit of the Leica brand.

Develop a local and international client book with the ability to acquire, develop and retain top clients.



Demonstrate strong product knowledge, engaging clients through their passion for photography, high quality product and brand heritage as well as your passion and experience in the field of photography.

Take lead from and collaborate with the management team to ensure that each client issue is suitably resolved to the benefit of both the client and the business.

Store operations

Assist with the presentation of products and displays, adhering to brand standards at all times.

Share the responsibility of maintaining an accurate stock including organising and monitoring stock levels in store.

Participate in all inventory counts and protect the assets of the store.

Understand, comply and enforce all operating procedures.

Assist the leadership team in the daily running of the store.

Your profile:

You have 3+ years' experience in the luxury or premium retail segment.

You are a confident, agile and talented individual.

You have a strong drive for business results with a passion for photography.

You have a natural ability to develop lasting relationships with people through strong communication.

You provide outstanding customer service.

You speak (*local language*) eloquently and can communicate in English.

You have a strong passion for photography and enthusiasm for the Leica brand.