

**Job Title:** Client Care / Sales Specialist

**Job Overview:**

As Bra Market Client Care, you play a vital role in the heartbeat of our store and is an essential part of our mission to provide exceptional service, helping individuals feel comfortable and valued. Processes transactions, provides general assistance, answers inquiries, schedules appointments and ensures a positive overall client experience.

**Key Responsibilities:**

- Welcome and assist customers warmly.
- Answers phones, texts and emails and address inquiries, resolve issues and take orders.
- Schedule appointments for bra fittings and consultations.
- Know the basics of bra wear, care, and fit as well as our bra fitting service.
- Process transactions accurately using our Point of Sale (POS) system.
- Upsell or cross-sell products while maintaining sincerity and integrity
- Update client information in the database.
- Inspect client orders for accuracy when picked up to ensure customer satisfaction.
- Ensure an ample supply of fit forms, cards, and bag stuffers
- Properly file and maintain client paperwork, including fitting notes and client orders.
- Keep the store clean and attractive by managing inventory and restocking shelves.
- Keep the fit stock hung up and back room and organized for easy accessible.

**Qualifications and Requirements:**

- **Excellent Communication & Impersonal Skills:** Able to engage with customers effectively, listen to their needs, and convey product and service information clearly.
- **Customer Focus:** Prioritizes customer satisfaction, ensuring a positive shopping experience by being attentive, friendly, and helpful.
- **Sensitivity:** Understanding and caring about how others feel. Empathizing with their experiences, recognizing their needs, and taking action to ensure they are comfortable.
- **Confidentiality:** Respecting clients privacy and maintaining confidentiality regarding sensitive information, such as client information, medical conditions or personal requests.
- **Adaptability:** Can quickly adapt to changing situations, such as busy periods, new product launches, or customer inquiries, to maintain excellent service standards.
- **Problem-Solving Abilities:** Capable of addressing customer concerns or resolving issues promptly and efficiently to ensure customer satisfaction.
- **Team Player:** Works well with team members, supports shared goals, and helps others to achieve success in the store.
- **Positive Attitude:** Maintains a positive and enthusiastic attitude, even during busy or challenging times, to uplift the atmosphere and encourage those around.
- **Attention to Detail:** Pays attention to small details, such as product placement, cleanliness, and accuracy in transactions, to ensure professional environment.
- **Sales Skills:** Possesses the ability to upsell or cross-sell products while maintaining sincerity and integrity, thereby increasing sales and enhancing the customer experience.

- **Time Management:** Manages time efficiently, balancing multiple tasks such as assisting customers, restocking shelves, and completing transactions, to maximize productivity and serve customers promptly.
- **Basic Computer Skills:** Uses basic computer programs like calendar, web-based software and email to Scheduling appointments, creating and updating customer and product information, managing inventory, and processing transactions efficiently.
- **Product Knowledge:** Will be required to gain basic understanding of bra wear, care, and fitting, as well as our bra fitting service, to effectively assist customers with inquiries.
- **Coachability:** Willingness to receive feedback and a commitment to continuous improvement in skills and performance.
- **Work Schedule:** Flexible availability, including some evenings and weekends