

ROLE PROFILE

Job Title	Sales Representative (Store)
Business Unit	ODC BU – WG&S Taiwan
Function/Region	Marketing
Location	Taiwan
Leader	Assistant Manager – Private Clients
People Leadership	None
Job Level	5
Role Purpose This role executes the daily operations of company-owned Taipei, Taichung, or Kaohsiung store, to deliver annual sales, events and HNW client retention and recruitment targets through excellent customer service, product knowledge and selling techniques in line with the Company strategy.	
Accountabilities <ul style="list-style-type: none"> • Deliver the respective store’s target achievements including but not limited to annual sales, events, HNW client recruitment and retention targets to drive HNW sales. • Lead and own engagement and delivery of communication and service to customers, focussing particularly on the respective store’s non-key customers to ensure quality customer experience and drive in-store sales. • Promote company products directly to consumers through a range of promotional techniques and implementation of in-store activities/programs, consumer trials, to drive sales and understanding of our brands. • Develop exceptional client relationships to develop HNW client database through in-store customer engagement, identifying and developing external client relationships. • Introduce and promote WG&S values and brands directly to HNW clients, plan and implement in-store activity and programs to deliver quality service, enhance customer trials, loyalty and understanding of our brand portfolio. • Carry out in-store administration including stock takes, cash flow management, working closely with Assistant Managers to ensure accuracy. • Deliver regular updates and reports on brand performance and consumer preferences. 	

Values



BE PROUD
We are proud of our brands, our heritage, and our commitment to superior quality in our products



BE RESPONSIBLE
We expect every individual and their teams to be accountable and to perform to their full potential



BE SUSTAINABLE
We wish to make a positive contribution to our communities and to our environment



BE PROFESSIONAL
We value integrity, transparency, professionalism and constructive debate within a team working culture



BE ENTREPRENEURIAL
We foster a forward thinking and innovative culture that recognises the need for innovative thinking and continuous improvement



THINK LONG TERM
We are proud of our brands, our heritage, and our commitment to superior quality in our products

Core Competencies:

Entrepreneurial and Commercial Thinking

- Keeps up to date with competitor information and market trends
- Identifies business opportunities for the organisation
- Demonstrates financial awareness
- Controls costs and thinks in terms of profit, loss and added value

Relating and Networking

- Establishes good relationships with customers and staff
- Builds wide and effective networks of contacts inside and outside the organisation
- Relates well to people at all levels
- Manages conflict
- Uses humour appropriately to enhance relationships with others

Persuading & Influencing

- Makes a strong personal impression on others
- Gains clear agreement and commitment from others by persuading, convincing and negotiating
- Promotes ideas on behalf of self or others
- Makes effective use of political processes to influence and persuade others

Delivering Results & Meeting Customer Expectations

- Focuses on customer needs and satisfaction
- Sets high standards for quality and quantity
- Monitors and maintains quality and productivity
- Works in a systematic, methodical, and orderly way
- Consistently achieves project goals.

Applying Expertise & Technology

- Applies specialist and detailed technical expertise
- Develops job knowledge and expertise through continual professional development
- Shares expertise and knowledge with others
- Uses technology to achieve work objectives
- Demonstrates appropriate physical co-ordination and endurance, manual skill, spatial awareness, and dexterity
- Demonstrates an understanding of different organisational departments and functions

Creating and Innovating

- Produces new ideas, approaches, or insights
- Creates innovative products or designs
- Produces a range of solutions to problems
- Seeks opportunities for organisational improvement
- Devises effective change initiatives

Skills and Qualifications:Essential:

- A minimum of 2 years' retail experience, with a strong track record in sales.
- Good understand of luxury retail business.
- Strong interpersonal and relationship management skills.
- Strong project management skills; diverse and agile to work with multi-functional team
- Able to work under pressure, also demonstrating a practical problem solving and process improvement mindset and skill.
- Excellent influencing skills with demonstrated passion and ability to persuade.
- English and Chinese fluency, both written and verbal.

Desirable:

- Wine / spirits / luxury Industry experience advantageous.

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Date:	15 November 2022
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Date of last revision:	15 November 2022