

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	
To maximise brand image, recruit / retain HNWCs and achieve sale revenue target through the implementation of DS strategy and excellence in customer service and selling techniques through The Warehouse stores.	
Accountabilities	
<ul style="list-style-type: none">• Promote company products directly to consumers, implement in-store activity / programs and utilize a range of promotional techniques, increase consumer trial and understanding of our brands.• Deliver sales, event, HNWC recruit / retain targets, as well as purchase completion rate, customer return rate and average ticket price through effective sales planning and data analysis.• Maintain customer relationship, handle customer complaint and post-purchase service to deliver high quality customer service.• Ensure in-store cash and stocks are accurately tracked and maintained.• Provide regular information and feedback on brands performance by account.• Process requests, reports, and store administration.	

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:

Deciding & Initiating Action

- Makes prompt, clear decisions which may involve tough choices or considered risks
- Takes responsibility for actions, projects, and people
- Takes initiative and acts with confidence
- Initiates and generates activity

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.

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

Coping with Pressures & Setbacks

- Works productively in a pressurised environment
- Keeps emotions under control during difficult situations
- Balances the demands of a work life and a personal life.
- Maintains a positive outlook at work.
- Handles criticism well and learns from it.

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

Analysing

- Analyses numerical data, verbal data and all other sources of information
- Breaks information into component parts, patterns, and relationships
- Probes for further information or greater understanding of a problem
- Makes rational judgements from the available information and analysis
- Produces workable solutions to a range of problems
- Demonstrates an understanding of how one issue may be a part of a much larger system

Skills and Qualifications:Essential:

- 3-4 years retail experiences, wine / spirits Industry experience is a plus
- Influencing skill: demonstrates passion & ability to persuade, convince other to follow a course of action
- Basic knowledge for Excel, Word, Power Point etc.
- English skill: particularly in writing and speaking
- Requires working in shifts

Created by:	Jenny Chen
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HRBP:	Shayne Goh
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