

## A.C.T. Sales Associate A.C.T. 销售顾问

*Cartier*

**Company: Cartier**

**Nationality: Chinese**

**Location:**

工作地点

Tianjin, Jinan, Shanghai, Nanjing, Suzhou, Hangzhou, Ningbo, Guangzhou

天津, 上海, 南京, 苏州, 杭州, 宁波, 济南, 广州

**Main Purpose:**

主要目的

The A.C.T. Sales Associate program offers an immersive journey where you will learn by doing and benefit from a robust onboarding experience that will give you the opportunity to begin your career in luxury retail. You will grow and learn from our experts in a positive work environment that is proud to advocate for an inclusive, multicultural, and fair work culture. We are passionate to develop your potential for a bright future at Cartier

A.C.T. 销售顾问计划提供了一段沉浸式旅程，您将在实践中学习，并从丰富的入职体验中受益，这将帮助您开启崭新的奢侈品零售生涯。您将有机会向我们的专家学习，并在积极的工作环境中获得成长。我们以倡导平等、包容、多元的工作文化为荣。我们将致力于开发您的潜力，使您在卡地亚拥有美好的职业发展前景

**Key Responsibilities:**

主要职责

**Client Welcoming & Waiting Time Management:**

迎宾 & 维护等候区客户

- Have proper interaction with clients to ensure an exceptional client experience at the entrance of the boutique when clients are lined up  
当顾客在店铺门口排队期间，与顾客进行适当的互动以确保客人在等待期间能受到优质的服务
- Seat clients when possible and offer drinks, reading, etc.  
引领顾客入座，主动提供饮品及可浏览的作品图册等
- Inform clients about the approximate waiting time and ensure that the first available Sales Associate is taking care of the client, etc.  
告知顾客大致的等候时间并确保顾客第一时间受到店铺销售顾问的接待等

**Sales Assistance:****店铺辅销**

- Bring and return pieces/certificates/boxes for the Sales Associates  
辅助店铺销售顾问拿放作品/证书/礼盒
- Gift wrapping, hand-painted cards to give holiday blessings to customers  
礼品包装, 手绘品牌祝福卡片, 增加节日节庆对顾客的祝福
- Assist in VIP room decoration for clients to come to pick up the products, to ensure high-quality and personalized service  
协助 VIP room 布置以便顾客提货, 确保优质个性化的服务
- Handle sales order while SA can have more communication with clients about product details such as status, model and maintenance etc. Assist SA to complete the process of document stamping  
辅助销售顾问打单使得销售顾问能够在买单时与顾客沟通确认更多的作品细节, 如作品情况, 作品型号, 后期维护等, 并辅助销售顾问完成所有单证盖店章流程
- Support BTQ in-store and outdoor activities  
协助店铺内外各种活动

**Customer Service Assistance:****辅助售后服务**

- Help CS/SA with quick customer service: cleaning, engraving, etc.  
协助售后客服专员/销售顾问提供售后服务: 清洁维护, 刻字服务等

**Daily Boutique Operations:****店铺日常运营**

- Participate to daily operation as inventories and CRM gifts management, certificate management, price labeling, goods counting, production packaging, document checking, HJ piece photo organization, enveloping, etc.  
参与店铺日常运营, 如库存及 CRM 礼品整理, 证书整理, 价格标签整理, 盘点, 包装, 单据检查, 高珠作品图册整理, 作品包膜等
- Participate to the set up and breakdowns at opening and closing of the boutique  
参与开店流程及闭店流程
- Assist implementation of visual merchandising guidelines  
辅助店铺作品陈列
- Assist Boutique Manager to organize staff training  
协助店经理组织员工专训

**Qualifications:****任职要求**

- Bachelor degree or above, 0-3 years professional experience. Client service experience is preferred.  
本科及以上学历, 拥有零至三年的专业工作经验, 有客户服务的经验优先
- Good communication skills, service and client focused ability to take initiatives, flexibility, and team spirit

具备良好的沟通表达能力，服务意识，以顾客为中心，主动积极提供服务，具备良好的适应性及团队精神

- Local language, fluent in English  
具有流利的英语和普通话能力
- Have strong motivation to work in boutique, down to earth  
具有强烈在店铺工作的意愿，吃苦耐劳的精神

**Application:**

**投递方式**

Please send your Chinese and English CV to:

请将中英文简历发送至:

[sh-recruitment@ccifc.org](mailto:sh-recruitment@ccifc.org)