



## JOB DESCRIPTION

JOB TITLE	Sales Associate
ROLE TYPE	Casual
DEPARTMENT	Retail
REPORTING TO	Store Manager
LOCATION	Noosa
SALARY	Competitive

### OUR PURPOSE & VALUES

**Purpose** To encourage, excite and enable everyone to HOLIDAY BETTER. It's why we get up in the morning. It's why we exist.

**Promise** O .B FEELS SUMMER. Our approach to HOLIDAY BETTER is an attitude. It is a promise and that is to always 'FEEL SUMMER'.

**Values** VIBRANT, TAILORED, BRAVE.

### THE POSITION

To form long lasting relationships with our clients every day and help them to 'Holiday Better'. As a Sales Associate you will be a true ambassador of the brand and reflect our 'Feel Summer' promise and our brand values in everything you do.

### WHAT THE ROLE LOOKS LIKE

- The ultimate aim of the role is to develop a long lasting relationship with O .B clients who you will help to Holiday Better.
- You will be Vibrant, Tailored and Brave in you approach to teamwork, service and sales.
- You will be confident and competent in welcoming and engaging our customers and be able to form lasting relationships.
- You will be able to demonstrate the ability to go above and beyond for our customers and inspire them to Holiday Better at all opportunities.
- Give a friendly welcome and use your outgoing personality to impact their experience.
- Keep in touch with customer beyond the shopfloor using the clientelling tools and platforms.
- To work as part of a team – collaborating together to ensure retail operational excellence and great client care.
- Develop, over a period of time, a deep understanding of how exceptional customer service impacts the business in terms of sales, KPIs and ultimately, customer relationships.
- To identify customer needs and be eloquent when answering all product-related questions.
- Be an excellent story-teller – breathing life into our collections and filling the store with a

‘Feel Summer’ attitude.

- Be able to respond to queries regarding price, look, feel, texture and the key features of Orlebar Brown pieces.
- To go the extra mile for every customer, particularly with regards to availability and sourcing
  - following this process through right until the end.
- Show passion for the O.B ranges and be confident in suggesting styles and building wardrobes.
- To take every opportunity to capture customer details in order to expand the Orlebar Brown customer base and encourage repeat visits and customer loyalty. Achieving this by nurturing both our existing customer relationship and forming new ones.
- Take pride in the standards of the shop floor and work with the wider team to ensure we always look our best.
- Attending regular training sessions on seasonal product launches to ensure knowledge is up to date.
- Contribute your views and feedback on the daily and weekly store reporting, sharing your stories with the wider business.
- Any other reasonable task/role, as given to you, by a person more senior than your role.

#### REQUIRED QUALIFICATIONS

- Ability to build rapport with our customers.
- Demonstrated passion for the brand, and an affinity for our promise and our purpose.
- Willing to adapt and take on new challenges
- Always presents a professional image and be an ambassador for the OB brand
- Successfully able to handle multiple demands and competing priorities
- Excellent communication skills – both verbal and written
- A real attention to maintaining high standards in store environment and a keen eye for detail

#### WHAT WE OFFER

- Join a diverse working environment of people who we learn from every day.
- The chance to train and develop your skills in a fun and fast working environment.
- Competitive benefits package – a great discount on products, superfund contribution
- Access to a wide range of self-development resources to constantly upskill and develop your knowledge

To apply, please contact [jobs@orlebarbrown.com](mailto:jobs@orlebarbrown.com) with copy of your CV and a friendly introduction.

**Direct applications only.** Recruitment agencies – thanks for reading, but we’ve got this one covered!

