

United Arab Emirates Jobs Expertini®

Travel Retail - Jo Malone London - Service Experience Coach - Dubai Airport

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Company: Jo Malone London

Location: United Arab Emirates

Category: healthcare-practitioners-and-technical

Travel Retail - Jo Malone London - Service Experience Coach - Dubai Airport

The Service Experience Coach will be responsible for ensuring accounts exceed their sales targets through working on the counters and leading by example to ensure excellence in product knowledge, exceptional high-touch service, whilst maintaining all hygiene standards.

The position is required to work alongside Jo Malone London stylists through coaching/feedback and the execution of the Service Accreditation Programme.

The Service Experience Coach will, as and when requested, assist with any Jo Malone London basic trainings and workshop as well as participate at retail and special events as necessary.

Candidates must have experience working within fragrance, the luxury sector and preferably airport retail experience.

Travel Retail is a fast-paced, dynamic, and entrepreneurial environment. Candidates should have a positive, flexible, hands-on, and committed approach.

All applicants are required to speak fluent English and be based in Dubai.

No relocation package is included

Candidates might be required at times to travel within their role to meetings/conferences.

This role is grade 7.

Qualifications

Experience in in-store and digital education

Exceptional and proven coaching skills

Excellent verbal and written communication skills, both in person and virtually

Results driven & action oriented

Excellence in execution

Business acumen: good analytical and commercial skills

Able to drive and facilitate change

Experience in conflict and interpersonal interactions

Extensive knowledge and experience in retail beauty industry Proven ability to build collaborative relationships with retailers, direct reports and peers

Exemplifies our brand code of kindness

Digitally-savvy: presence and experience in social media

Job: Retail - Store

Primary Location: Europe, Middle East, Africa-AE-

Job Type: Standard

Schedule: Full-time

Shift: Variable

Job Number: 234349

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