



JOB DESCRIPTION

Job title Full Time Sales Advisor

Responsible to Store Manager

Salary Competitive

Hours 40 per week

Uniform The Company wishes to portray a corporate and professional business image to its clients and customers. It also wants to ensure that clothing is compatible with safe moving and handling practices, reducing the risk of injury. To this end you will be supplied with company shirts that you will be required to wear.

Place of work Central London

About us

Our mission is to transform the way people live in cities. With over 16 million possible combinations of gears, colours, handlebars and accessories, we make more than just a bicycle, and we are more than just a bicycle company.

We continue to make the Brompton in West London, where we started in 1975, but our product has travelled far - we now export 80% of our bicycles to 44 countries. We have gone through various phases of life, including more recently a brand-new factory, and we are now entering a period of ambitious growth and investment.

To change urban living, we need passionate, innovative and talented people that want to challenge the status quo and make an impact. We all ride our Brompton and we are proud of them. The Brompton makes our day fun and our commute an enjoyable adventure through the city.

Your role

As our business continues to grow and our reach widen, our customers' experience dealing with us is more important than ever. As part of a busy team in our flagship store, you will be a principal figure in delivering the Brompton Customer Experience and contributing to enhance brand awareness and customer satisfaction.

Responsibilities

- **Customer Service:** delivering the highest standard of Brompton customer experience. Driving sales and keeping up to date with product knowledge. Representing the brand and its values and mission of changing how people live in cities. You may be required to support the workshop function delivery for which training will be provided. Respond to general customer enquiries received by phone or email.

- **Health & Safety:** Ensure that you take care of your and others health and safety at all times, complying with legal obligations and ensure that all employees are thoroughly trained in the H&S procedures.
- **Store management:** Ensure that in-store stock levels are maintained at all times, that in-store cash and payment systems are correctly processed. Assisting with the day to day running of the store, ensuring the highest standards of housekeeping, cleanliness and merchandising are upheld. Maintaining the security of the store premises, stock and all store cash and other payments. Receiving deliveries, unpacking and re-shelving or storing stock.
- **Brand promotion:** assisting with the advertisement and delivering of promotional activities and special events. Assist with the implementation of shop merchandising and product layout, following high standards and brand guidelines.

From time to time, you may be required to carry out additional duties that fit within your strengths, skills and competence.

Person Specification

- A minimum of 2 years' experience in a customer-facing role, preferably for a life-style retailer or technical product brand
- Astute understanding of - and a passionate belief in - exemplary customer service
- First class written and verbal communication in English
- Experience with a POS system and Microsoft Office
- A team player who can liaise with all levels of stakeholders
- You will be required to lift and move boxes and bicycles, as well as at times, ride bikes.

Benefits

Brompton offers you a very excellent working environment with enthusiastic colleagues who get along very well, communicate and cooperate with each other. The working climate is informal, but we work hard. Next to good terms of employment Brompton offers you the opportunity to work in a responsible and challenging job within a dynamic, international and ambitious environment.

- Huge discount on your very own Brompton (family and friends get discount too).
- Position to thrive. Whether you're early in your career or an experienced professional, Brompton provides you with everything you need to excel in your job and for personal growth. You will be actively encouraged to increase your skillset and to attend relevant events.
- 20 days holiday plus Bank Holidays, increasing the longer you stay with us.
- Workplace Pension Scheme, Season Ticket Loan, Flexible Working, Cycle to Work Scheme to name just a few...
- Birthday Breakfast, Family Fun Days, Christmas Parties, London to Brighton Bike Rides, Charity Raffles, Volunteering with the local community all go towards creating a working environment that is fun and enriching.

Apply

If you feel that you fit within the Brompton team spirit and you can bring talent, innovation and enthusiasm to our workforce then please email your CV and covering letter to the Brompton People

Team, at recruitment@brompton.co.uk

Applicants must have the right to work in the United Kingdom.

The Company reserves the right to vary or amend the duties and responsibilities of the post holder at any time according to the needs of the Company's business.

The statements contained in this job description reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences of relief, to equalize peak work periods or otherwise to balance the workload.