

**Job title**

Sales Consultant

**Company's presentation**

As the Kingdom's leading eyewear boutique, Optica (ex Bahrain Optician) has become synonymous with professional and advanced eye care. A 4-decade heritage of making millions of customers happy along with a complete portfolio of products and services ranging from affordable to premium makes Optica the most trusted choice across the region. At present, Ray-Ban, Vogue, Carrera, Emporio Armani, Oakley, D&G, Porsche Design, Tag Heuer, Bulgari and Cartier are only some of the brands on offer at the state-of-the-art outlets that have expanded outside of Bahrain to Dubai and Qatar. Touted for the impeccable standards of products and services and the technical knowledge of the staff, Optica is a true visionary in the optical field.

**Reporting line**

Branch Manager

**Position overview**

You will be at the forefront of our service focus within the branch/store. You will deal with customers coming into the store for eye tests, repairs to their glasses, advice or who are looking to make a purchase.

Your role is to assist the team with the overall achievement of targets, which in turn lead to sales. Our in-depth training will provide you with the knowledge needed to competently advise patients/customers of which optical products are best suited to their needs.

**Responsibilities**

- Meet or exceed sales target for the store within agreed time scales through identifying opportunities and maximizing profitability performance of the store.
- Effectively drive sales of products and services using effective company procedures and plans.
- Work on inventory and merchandising of retail aspects of glasses, contact lenses and other vision care products
- Offering help and advice for patients choosing frames and lenses (life style dispensing)
- Ensure that the level of professionalism, customer care, product knowledge and selling skills within the store meet or exceed the Company standard in order to sell effectively and meet customer needs
- Minimize the occurrence of customer complaints through improved customer care and quality of service. Assist the Branch/Store manager in resolving any customer complaints quickly, efficiently and professionally and to retain customer loyalty according to company guidelines.
- Ensure that at all times the store is presentable to the patient/customer to the highest standards of tidiness and cleanliness and promotes the professional image of the company.
- Be a strong team player with a passion of working between multicultural professional, clinical and retail associates.

**Competencies** (required knowledge, skills and academic qualifications)

- Previous retail and/or customer service experience
- Experience of achieving individual and team sales target
- Strong interpersonal skills
- Negotiation skills
- Curiosity
- Pro-activity
- Excellent communication skills
- Customer service oriented
- Fluent in English is mandatory, and Arabic is appreciated
- Team player (ability to work in a multicultural environment)
- Excellent knowledge of major international fashion brands
- Computer literate including basic MS Office (Word and Excel)

**Location**

Bahrain, Qatar and Dubai

**Contract type**

Permanent

**Salary**

Basic + housing allowance + free transportation + bonus + commission