

TIME TIDE

Position Description: Time+Tide Studio Watch Specialist

Position Details

- **Location:** New York
- **Industry:** Retail (Luxury Watches)
- **Contract Type:** Full Time

Position Summary

Reporting to the Time+Tide Studio Manager, the Time+Tide Studio Watch Specialist is responsible for ensuring the Time+Tide Studio offers a best in class customer experience across retail, events and customer service.

Retail Experience and Sales

- Maintain excellent product knowledge of all retail partner brands, ensuring they are presented in a premium and professional manner at all times.
- Account for stock security, ensuring stock takes are carried out efficiently following guidelines and that investigations are elevated and carried out to guarantee the results are accurate and under target.
- Ensure excellent customer service is provided and customer complaints are resolved efficiently and effectively.
- Contribute positively to the Time+Tide Studio team achieving monthly and annual sales targets.
- Build and maintain customer relationships to grow our US and New York watch community and create VIP customers.
- Ensure high standards of visual merchandising are maintained at all times including updating of in Studio screens.
- Assist with the fulfillment and dispatch of online orders.

Studio Events

- Support the Time+Tide Studio Manager to ensure Studio events are presented and executed to a high standard.

Customer Service

- Provide the highest level of customer service in store and ensure that the customer experience is always outstanding and worthy of maximising 5-Star Google Reviews.
- Be a reliable point of contact for customer service support for Time+Tide Studio sales.
- Timely resolution of customer service issues.
- Liaise with local watch technicians to raise repair jobs and ensure customers receive appropriate communication and updates on job status.

Key Performance Indicators

- Contribution to achieving positive customer feedback and 5-Star reviews on Google.
- Contribution to achieving sales targets.
- Contribution to stock management metrics including stock take results.
- Mystery shopper results.

Key Interactions

- Time+Tide Studio Manager (New York)
- Time+Tide Assistant Studio Manager (New York)
- Time+Tide Studio Watch Specialists (New York)
- Time+Tide General Manager (US)
- Time+Tide General Manager Global (Melbourne based)
- E-Commerce Manager (Melbourne based)
- E-Commerce Executive (New York based)
- International and local brand partners
- Third party watch technicians
- Time+Tide Studio customers