

WE ARE RECRUITING!!

****NEW STORE OPPORTUNITIES****

Renowned for lending to asset rich clients, Prestige Pawnbrokers lend against and buy fine jewellery, watches, gold, cars, art, designer handbags, antiques, fine wine, cherished plates, rare stamps, coins and other collectables. Our business is outside of the “norm” for a standard pawnbroker and our colleagues deliver exceptional and knowledgeable experience to every client, every time.

We have a fantastic opportunity for a talented and engaging Appraiser for our newly built Weybridge store, continue to deliver the exceptional service our customers have come to expect.

The Appraiser is very much a focal point within the store. There is a requirement for outstanding performance delivery against the required business KPIs delivering growth and profit for the business.

The successful candidate will be responsible for delivering an exceptional client experience whilst achieving company objectives. They should be passionate about customer service and thrive on new challenges as well as having previous experience in a customer service facing environment as well as good communication and people skills. They will be commercially intelligent and highly competent in managing high valued products and can adapt to different clientele and situations.

Responsibilities:

- Candidates will be accountable for delivery in the following areas:
- Uphold excellent customer service
- Appraise different items including jewellery, watches and handbags amongst other items
- Retail sales of luxury items of diamond jewellery, prestigious watches and luxury handbags
- Responding to customer enquiries and comments daily by email or telephone as well as face to face
- Maintaining awareness of market trends in the pawnbroking and luxury goods industries, understanding forthcoming customer initiative and monitoring what local competitors are doing

Role Responsibilities:

- Promoting the organisation locally where possible
- Act as Brand Ambassador and Excellence in standards and brand image
- Reach targets set by Senior Management

Essential Skills or Experience:

- Significant record of delivery in a pawnbroking and / or retail jewellery or high-end handbag store
- Jewellery and / or watch and / or handbag product knowledge
- IT literate (including Outlook and Excel)
- Proven sales and customer service ability
- Highly numerate and literate
- Fluent in the English language

Desirable Skills or Experience but not essential:

- Pawnbroking procedures
- Fine Art and Antiques
- External Jewellery / Gemmology / Watch qualifications
- Luxury goods

We offer a competitive basic salary plus a target related quarterly bonus.