

WE ARE RECRUITING!!

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 Stock Controller to join our Stock Department based in Hatton Garden to continue to deliver the exceptional service our customers have come to expect.

The Stock Controller role involves dealing with stock purchased and unredeemed pledged articles from our stores to put through several routes of disposal including On-Line store, auction houses, smelting, trade sales, internet or allocating to one of our retail outlets. Other duties include processing the sales and dispatching them to customers, engaging with on-line chat, uploading items to the website by adding descriptions and photographs. There is a requirement for outstanding performance delivery against the required business KPIs.

The successful candidate will be responsible for delivering an exceptional customer experience whilst achieving company objectives. You should be passionate about customer service and thrive on new challenges as well as having previous experience in handling jewellery and watches and customer service environment as well as good communication and people skills. You will be commercially intelligent and highly competent in handling high valued products and can adapt to different clientele and situations. You will be required to work in a team but also the ability to work well on your own.

Responsibilities:

- You will be accountable for delivery in the following areas:
- Ensuring standards for quality, customer service are met
- Responding to customer enquiries and comments on a daily basis by email or telephone; this may include complaints on rare occasion
- Maintaining awareness of market trends in the second-hand jewellery, luxury handbags and watch industry
- Ensure stock is handled in a speedy and efficient manner and chose the best method of disposal
- Pricing and describing items compliantly

Role Responsibilities:

- Promoting the business locally where possible
- Reach targets set by Management
- Stock taking / auditing
- Liaising with suppliers, auction houses and traders as well as customers
- Leading by example in terms of responsibility, commitment, integrated collaboration proactivity
- Managing stock and keeping up to date with every stage of the process

Essential Skills or Experience:

- Significant record of handling jewellery and watches (and possibly handbags)
- Understanding hallmarking law
- Understanding general laws around consumer purchasing
- IT literate (Microsoft Office essential)
- Proven sales and customer service ability
- Highly numerate and literate
- Fluent in the English language

Desirable (but not essential) Skills or Experience:

- Handling of Fine Art and Antiques
- External Jewellery / Gemmology / Watch qualification
- Luxury goods
- Handling of bags and artwork

We offer a competitive basic salary plus an excellent quarterly bonus.