

Role: Jewellery Design and Sales Consultant

Company: Durham Rose

Location: London

Salary: Highly competitive based upon qualifications and experience

Job Specification:

Durham Rose is an independent bespoke jewellery company based just outside of London (1-minute walk from the Central line station).

We are in the process of acquiring an office space in a Central London location.

We offer our clients a truly unique shopping experience, selling bespoke jewellery (primarily rings) to worldwide clients.

Our engagement rings are all one-off commissioned designs, expertly crafted and hand finished to a premium standard. We do not do off the shelf. We do not do walk ins.

This is a rare opportunity to join a unique design and sales team with all the benefits of working in a retail jewellery, but without any of the pressures or downsides of having to work in a typical retail environment.

We are looking for an enthusiastic individual to join our design team filling a new position as a "Jewellery Design and Sales Consultant".

You will be working with award winning software to create one-off bespoke jewellery pieces on a daily basis.

Not only will you collaborate with the client on a one to one basis via online/in-person consultations to bring their designs to life, you will get the opportunity to see the production of the piece and the final product before presenting it to the client.

You will find that due to the intimate relationships you will build that you will become an integral part of each client's story.

What We Offer:

- Highly competitive salary dependant on qualifications and experience with unlimited potential for commission
- Quarterly appraisal with bonuses linked to realistic targets
- 40-hour working week (Monday to Friday, occasional Saturday work may be required in the future)
- Flexible working hours with the opportunity to work from home
- The opportunity of joining a fast-growing business which is on track to becoming a major player in the global jewellery industry
- Unique CAD training schedule
- Training in website content management
- Opportunity to design custom inspiration ranges
- Buy jewellery for yourself at cost price (conditions apply)
- A very enjoyable work culture with no strict dress code
- Opportunity to add significant value to a small team

Responsibilities:

- Responding to enquiries via telephone, email, online and in-person
- Using our jewellery design software to hold online/face to face consultations with clients to guide them through our bespoke design process
- Preparing and sending quotations for each jewellery piece (primarily engagement & wedding rings)
- QA control of the jewellery that you have designed followed by photographing and packaging jewellery to be sent to clients
- Assisting in the selection of diamonds and gemstones for new or existing orders
- Communicating with our designers and suppliers about specific customer requests
- Following up with customers post order for after care issues and to solicit reviews
- Providing an excellent level of customer service
- Meeting targets and KPIs linked to customer satisfaction and sales

Qualifications

- A minimum of 2 years of retail sales experience within the jewellery sector is desirable
- Formal training in the form of a University design degree or JET qualification
- A minimum of 1 year experience in using CAD, experience in using CounterSketch/Matrix is preferred but other design packages such as Rhino or Z-Brush would also be considered
- Technologically savvy
- Honest, friendly and polite in all dealings with our customers
- Ability to build rapport and nurture relationships
- A strong track record of producing consultative sales
- A demonstrable track record of loyalty
- A superb communicator in English (bilingual ability would be very desirable)
- Expert knowledge in diamonds and gemstones

To apply for this role please send your CV and covering letter to job@durhamrose.com. If successful there will be a telephone interview and a 'coffee and chat' final meeting. We are looking to fill this vacancy immediately.

Good Luck and we look forward to hearing from you soon,
The Durham Rose Team
www.durhamrose.com