



## RETAIL OPERATIONS MANAGER

Crisson is a World-Class jeweller with shops serving both Bermuda residents and visitors for over ninety years. We require a person with the qualifications and experience that will reflect and enhance our expertise, values and standing as a longstanding 100% Bermudian owned business with deep Community roots and ties.

### **Responsibilities will include:**

- Ensuring standards for quality customer service are met, including staff sales training and product knowledge.
- Responsible for ensuring that company policies and procedures are adhered to at all times.
- Maintain and establish productive working relationships among staff with the purpose of contributing to the overall positive atmosphere within stores.
- Respond to client inquiries, complaints and comments, including email correspondence.
- Protecting company stock from damage and theft.
- Suggesting and monitoring changes to improve the business.
- All appraisals of merchandise we have sold and of high value pieces referred to us.
- Intense focus on renewing and growing our long established diamond trade through merchandising, displaying, staff training and advertising both via traditional and social media.
- Identifying efficiencies to implement economies.
- Execute and plan marketing and sales promotions.
- Ensure that Bermuda Monetary Authority Anti Money Laundering procedures and requirements are strictly adhered to at all times.
- Work closely and collaboratively with two Directors, the Financial/Administrative Vice President and two Senior Merchandise Managers.

### **The successful applicant will need the following demonstrated qualifications:**

- Graduate Gemologist Certification from a recognised authority, preferably Gemological Institute of America and/or Gemological Association of Great Britain (Gem-A).
- Minimum Three Years of Experience in Luxury Retail Stores Management.
- Experience in Retail Training in Fine Jewellery and Watches.
- Experience and Extensive Industry Knowledge in Sourcing, Merchandising and Presentation.
- Broad experience appraising diverse private collections of fine jewellery, especially high value estate pieces.
- Dynamic Interpersonal Skills.

Please apply in writing, with full resume to:

The Managing Director, H.S. & J.E. Crisson Ltd, P.O. Box HM17, Hamilton, HMAX

Or by email to: [grego@crisson.com](mailto:grego@crisson.com)

Closing Date October 11, 2016.