

As a Personal Shopper, you will offer advice and guidance on products, process purchase orders, prepare deliveries, and assist with customer queries. You should demonstrate excellent communication skills and strive to exceed customer expectations.

To be successful as a Personal Shopper, you should be resourceful, energetic, and pay attention to detail. Outstanding Personal Shoppers add value to the buying experience, and are able to resolve any issues to the customer's satisfaction.

Personal Shopper Responsibilities:

- Helping customers make the best possible purchases by providing advice, guidance, and excellent customer service.
- Supporting customers with placing orders and making payments via the phone, online, or in person.
- Responding promptly and effectively to customers' complaints and requests.
- Advising customers on suitable substitutes for dated, discontinued, or unavailable products.
- Reporting customer issues, supply shortages, and inferior products to Management immediately.
- Engaging with customers and ensuring any special instructions are followed.
- Ensuring that orders are accurately selected, scanned, and packed.
- Assisting with order collection, packaging, loading, and payment, where required.
- Keeping track of product offerings and availability.
- Collaborating with store departments to ensure efficient service delivery.

Personal Shopper Requirements:

- High School Diploma.
- Bachelor's Degree in Marketing or an equivalent qualification would be preferable.
- Previous retail experience would be advantageous.
- Exceptional communication and interpersonal skills.
- Ability to multitask in a fast-paced environment.
- Strong written and verbal communication skills.
- Basic math and computer skills.
- Ability to lift and carry items, to tolerate noise, and to stand, walk, and sit for extended periods.
- Ability to work independently and as part of a team.
- Willingness to work irregular hours, including nights, weekends, and during busy shopping periods.