

RIMOWA

Client Advisor (M/W/D) Hamburg

Fixed-term contract - 6 months

Welcome to RIMOWA, the first German Maison of the LVMH Group. We are a global lifestyle brand with a mission to create the essential tools for a lifetime of travel. For more than 120 years, we've dedicated ourselves to develop unique products where function coexists with luxury, heritage with innovation, and craftsmanship with design.

At RIMOWA we believe that great ambitions demand resilient companions. It's why our tools are created with longevity in mind. Because the most meaningful journeys last more than a trip, they last a lifetime. Please join us to discover your own.

WHAT WE HAVE TO OFFER:

This is an opportunity for those who have a desire to learn and develop competencies within a great lifestyle brand. We are looking for CLIENT ADVISOR (F/M/D) with a passion for creating memorable experiences for our worldly clientele.

YOUR RESPONSIBILITIES:

- Provide the best client experience: welcome every client and advise them across the brand and all products
- Engage with clients to develop long-term relationships and participate in the client development, leveraging different clienteling tools, to foster brand loyalty
- Assist with special requests, which include but are not limited to repairs, special orders, returns, etc
- Use accurately and proficiently the POS system and other software
- Perform as a team-player, participate in all activities contributing to the overall objectives of the store
- Learn about our product and brand, company information and history. Participate in our brand training and keep up-to-date with company news. Be familiar with the competition
- Assist in maintaining visual standards with direction from VM, corporate and management

YOUR PROFILE:

- We would like to speak to professionals who are passionate about service, lifestyle and travel destinations:
 - Client service oriented
 - Great sense for details
 - Passion for retail and sales
 - Can do, proactive and positive attitude
 - Teamwork oriented
 - Fluent in German
 - Good English level

APPLICATION:

We would kindly ask you to send your complete application, including your salary expectations and the earliest commencement date, as PDF file to alice.fonteneau@rimowa.com

HR Department

Alice Fonteneau

