



## Hawaii Division – Watch Specialist

DFS Hawaii is currently hiring for a Full-Time Watch Specialist for our T Galleria location in beautiful Waikiki!

DFS is the world traveler's preferred destinations for luxury shopping. We offer our customers a carefully curated selection of exceptional products from over 700 of the world's leading brands across four categories: Fashion and Accessories, Beauty and Fragrances, Watches and Jewelry, Food and Gifts, and Wine and Spirits. From Hawaii to Hong Kong, DFS stores are located in some of the world's most iconic destinations -- each selected for its unique appeal.

### **BENEFITS:**

- Competitive Pay
- Generous Store Discount
- Knowledge & Skills Trainings
- Medical, dental & additional coverage
- 401K with Company Matching
- Career Development Opportunities
- And much more!

### **Purpose & Objective of Role:**

The Sales associate is the most important role in the sales floor as they are on the front line and the direct link between the Product and the Customer. They deliver a seamless customer experience as exceptional people delivering an exceptional product, building customer loyalty and relationships while delivering sales and productivity targets. Support the luxury watches department by providing in-store adjustments and maintenance on timepieces, watch cases and watch band/straps.

### **Primary Job Responsibilities and Duties:**

#### 1. Selling

- Assists customers in selecting, purchasing, refunding merchandise while demonstrating excellence in customer service at all times.
- Treat all goods, regardless of value, with care and present to the customer with highest level of respect.
- Completes customer transactions in a professional, timely manner.
- Inform customer necessary information they need to know if applicable.

#### 2. Customer Experience

- Maintain a smart and well-groomed appearance when in uniform to convey a professional image of self-confidence and competence.
- Set the stage by applying Apprentice:
  - Identify customer's temperaments and flex to their style.
  - Provide helpful, friendly assistance in a sincere manner.
  - Maintain eye contact.
  - Use professional language.



- Respond to customer queries and complaints in a polite and courteous manner - refer to the manager or Manager on Duty if appropriate.

### 3. Floor and Product Presentation

- Demonstrate product features and special product information.
- Ensure floor presentation meets or exceeds brand and DFS requirements.
- Maintains stock levels of all merchandise in the department.
- Be familiar with store layout and direct customers to merchandise, services and facilities as appropriate.
- To assist the Management team in the coordination and execution of all team merchandising activities, including inventory management, presentation quantities, promotional activities and merchandise stock flow.

### 4. In-Store Watch Adjustments

- Provide in-store adjustments and maintenance on timepieces, watch cases and watch band/straps.
- Deliver a seamless customer experience to include: cleaning, rinsing and polishing timepiece parts using ultrasonic or mechanical watch-cleaning tools and solutions.
- Assist with assigned merchandise activities -Inspect and record quantities and types of damage/defective timepieces.
- Operate and maintain all watch equipment.
- Work closely with management team on team development such as watch adjustment trainings.

There are 3 ways to apply:

1. Email your resume to [jobs@dfs.com](mailto:jobs@dfs.com)
2. Click the link below to submit application,  
<https://app.smartsheet.com/b/form?EQBCT=39ee4af43366426cb33fafb3d5310b6d>
3. Use QR code below for easy access.

