



INTERNATIONAL DIAMOND CENTER

SALES ASSOCIATE Job Description

Primary responsibilities:

- The sales associate is the first person and the last person that our customer interacts with during their experience in our store. This is a very pivotal role for International Diamond Center because the sales associate sets the mood at the store. The perfect candidate would be one that would bring a lot of energy and enthusiasm to his or her role as well as being knowledgeable about the products that are being sold.
- Process sales invoices, repair invoices and customer layaway and special orders.
- Follow up on repair invoices for vendor pricing, customer pricing and customer delivery dates.
- Coordinate customer pick up of repairs, special orders and layaways.
- Assist in resolution of customer issues as they arise.
- Interact with the customers and team members on the showroom floor.
- Prepare and process customer credit applications.
- Keep showroom presentable at all times.
- Assist with complimentary jewelry cleaning and gift wrapping the merchandise upon client's request.
- Assist with answering the phones at the store.
- Maintain a customer log for follow up such as future sales, birthdays and anniversaries.
- Stocking inventory in cases when the store receives new merchandise.
- Set up display cases every morning and break them down at night ensuring all merchandise is secured.
- Provide other related duties as assigned or requested.
- Special projects assigned as needed.

Qualifications:

- Strong follow up skills required
- Strong problem-solving and interpersonal skills required
- Strong attention to detail required
- Strong communication skills required
- Strong computer skills required
- Ability to multi-task
- Positive attitude
- Self-starter with strong time management skills required

To apply, submit resume to HR@ShopIDC.com

- Punctuality is a must
- Honesty and Trustworthiness is a must

Reports to: Store Manager

Our Company:

International Diamond Center, with headquarters in Clearwater, FL, was established in 1981 as a jewelry wholesaler. Today, IDC offers the public direct access to the same selection, prices and quality once available to jewelry store owners. Our goal at IDC is to offer our customers greater value, better selection and superior customer service. We provide a risk-free shopping experience that is backed by the best warranties and guarantees in the industry. International Diamond Center is the ultimate source for the finest diamond jewelry and is proud to be an exclusive partner to some of the most renowned brands in the world, including Forevermark, Tacori and Verragio.

The Ideal Candidate:

We are looking for vibrant individuals with passion and drive to join our team. Our employees are responsible for providing customers with a friendly, laid back atmosphere while educating and guiding them through our vast selection of inventory so that they feel confident about their purchase. Candidates should be goal oriented with the ability to multi-task in a fast-paced team environment. Compensation for this position is based on skill set, experience and certifications. Prior experience in the jewelry industry is not required, but we strongly prefer candidates with prior experience in the retail industry.

Benefits:

- 401K to full-time employees
- Paid holidays and vacation
- Ongoing training and certifications
- Sales based spiffs in addition to compensation

The Location:

As the official Jeweler of the Florida Gators, International Diamond Center is excited to announce the opening of our 9th store location in Gainesville, Florida, in the new Celebration Pointe Development. Just a few miles down the road from the University of Florida, Celebration Pointe is North Central Florida's premier destination to live, shop, work and play.