



## **Company Overview**

Zivame was founded in 2011 with the vision to facilitate women to shop uninhibitedly for intimate wear and to make lingerie shopping comfortable. Zivame is now the No. 1 online lingerie company in India with 30 + retail stores and presence in 800 + partner stores across India. Our Mission is to be the destination for every woman's intimate needs. We believe that every woman is unique, and we want to deliver a platform that allows her to browse, discover and shop what is right for her.

All the products at Zivame stem from the desire to design something that is a blend of quality and comfort. Zivame offers trendy lingerie, active wear, sleepwear, and shapewear in over 3000 + exclusive designs and 100 + sizes catering to women across all body types.

**Team:** Retail Store

**Position:** Fashion Advisor/ Sr Fashion Advisor

## **Role overview:**

We are looking for a Retail Sales Representative to provide excellent customer service and meet sales quotas for our business.

Candidates with strong communication skills who can make customers feel welcome in our store will stand out. You will help identify client needs, present and answer questions about our products and services and recommend solutions. A positive attitude and a desire to promptly resolve potential customer issues or complaints will make you successful in this role.

Ultimately, you will ensure that customers leave our store satisfied and you will contribute to the store's profitability.

## **Key Responsibilities:**

- Greet and direct customers
- Provide accurate information (e.g. product features, pricing and after-sales services)
- Answer customers' questions about specific products/services
- Conduct price and feature comparisons to facilitate purchasing
- Cross-sell products
- Ensure racks are fully stocked
- Inform customers about discounts and special offers
- Provide customer feedback to the Store Manager
- Stay up-to-date with new products/services



**Key skills we are looking for:**

- We are looking for female candidates with good communication skills and gregarious personality.
- Total experience in Retail can be between 2 years to 8 years.
- Should have fair understanding of the retail sales process.
- Should be interested in building career in Fashion/Retail industry.
- Flexible to work in shifts.