



FINE JEWELLERY SPECIALIST- MSC Cruises

JOB PURPOSE

Capitalizing on their deep knowledge and expertise of fine jewelry, gems, watches and related luxury products, the Fine Jewelry Specialist provides outstanding customer service in order to achieve highest revenue possible.

KEY ACCOUNTABILITIES

- Advises guests on quality, cuts and value of jewels and gems;
- Assists guests in selecting mountings or settings for gems;
- Handles customer complaints and queries;
- Ensures luxury items are correctly priced and keeps the boutique layout attractive and tidy, in line with MSC Cruises guidelines;
- Monitors levels of stock and properly displays delivered luxury products in a timely manner.

QUALIFICATIONS (skills, competencies, experience)

- Fluent in English, and fluent in at least 2 of the following languages: German, Italian, French, Spanish, Portuguese, Japanese, Russian, Chinese. Any of other language is considered an advantage;
- High School certificate;
- Professional certificate in fine jewelry sales, luxury brand and products sales or jewelry and gems design are desirable;
- At least 2 years' experience in a similar role;
- Previous experience on a Cruise ship is an advantage;
- Computer literacy;
- Deep knowledge of luxury brands/products and related selling techniques;

Oceangoers Ltd, Digital House, Branch Road, Calbasses Port-Louis, 20201
Mauritius

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- Excellent communication and negotiation skills;
- Sales oriented;
- STCW95 certification is compulsory (basic fire fighting, personal survival techniques, elementary first aid, personal security and social responsibility);
- A recognized medical certification is required before starting to work on board.

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