



Hawaii Division – Client Services Manager

DFS Hawaii is currently hiring for a Client Services Manager for our T-Galleria in beautiful Waikiki Hawaii location!

Part of LVMH Group (Moët Hennessy Louis Vuitton), DFS (www.dfs.com) is the world's leading luxury retailer catering to the traveling public, with stores spanning the globe from Honolulu, Los Angeles, New York to Asia, India and Italy. 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.

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 Client Services Manager works in partnership with store management to ensure a consistent approach to all in-store service levels with special focus on the Loyal T program, Personal Shoppers and Concierge services.

Primary Job Responsibilities and Duties:

- Primarily responsible for leading and motivating the Concierge and Personal Shopper team to provide a luxury shopping experience and personal services to high spending clientele
- Provide consistent motivation and coaching to ensure desired luxury selling behavior standards/expectations are achieved
- Deliver the sale budgets and spending targets attached to the Loyal T program
- Maintain ongoing long term relationship with highly valued clients through personalized communication
- Partner with the Sales & Marketing and Consumer Marketing to develop new sources of clientele, events and programs
- Manage Prestige Lounge to maintain a luxury shopping environment to Loyal T members
- Manage Loyal T program data base, recruit new members and increase high tier members through various activities Analyze and evaluate the effectiveness of methods, costs, and results associated with the Loyal T program.
- Establish and implement short- and long-range goals, objectives, policies, and operating procedures.
- Represent the company at various external business meetings to promote the company.
- Maintain good channels of communication with Senior Executives, Division Management and Merchant teams and other internal and external partners.

Position Requirements:

Education: University or College Degree in relevant field.

Work Experience: 3 - 5 years in experience preferably in the services industry.

Tools/Resources: Proficiency in Microsoft computer applications (Excel, Word, PowerPoint, Access) and email skills required.



Travel: International travel maybe required to attend meetings or to support marketing initiatives and project implementation.

Other Knowledge, Skills and Abilities Required:

- Demonstrate organizing and planning skills, and able to work independently
- Good network locally with organizations, clubs and business groups
- Sound negotiation and presentation skills; Skillful in commanding PowerPoint presentations
- Experience in strategic planning and execution. Ability to think both strategically and tactically with excellent business acumen and problem-solving skills
- Understanding of and experience with the Asian market particularly as it relates to the shopping habits of the PRC, Japanese and Korean consumers and luxury shopping
- Experience in managing multiple projects and high level priorities
- Proven team management skills leading, motivating, managing assigned team members to effectively deliver predetermined learning goals and objectives
- Must have strong interpersonal skills
- Project management skills
- Organizational agility to get things done both through formal channels and informal networks. An ability to orchestrate multiple activities at once to accomplish a goal
- Accuracy and attention to detail
- Ability to maintain a professional demeanor

Please email your resume to jobs@dfs.com. To view the current list of career opportunities for all DFS Hawaii locations and for immediate consideration, you may apply directly at www.apply.atdfs.com