



Hawaii Division – Personal Shopper

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

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 Hongkong, 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!

POSITION SUMMARY:

The personal shopper is responsible for establishing and building strong relationships, providing the highest quality and outstanding personalized service, individual pride, and ultimate shopping experience to our valued Loyal T members.

PRIMARY RESPONSIBILITIES:

- Build, develop and maintain positive rapport and relationships with VIP clients by establishing an insight and understanding of their lifestyle, brand and merchandise preferences and general likes/dislikes.
- To present our products and services to the VIP clients by exercising quality knowledge so as to gain client's confidence and trust.
- Provide personalized attention and guidance in regards to products and services that are particularly suited for the client's needs and desires – this implies committing to be the single point of customer service before, during and after their visit
- Actively maintain regular communication with VIP client base using a variety of communication methods to inform them on new merchandise, events and promotions etc
- Assist in the co-ordination of private-viewings, champagne receptions and other ad-hoc services requested by VIP clients.
- Actively maintain post-visit communication with members by informing them on product newness, events and DFS promotions etc through phone-calls, emails and direct mailers.
- Establish and develop relationships with external partners such as hotels, banks, travel agents, tourism board etc in order to acquire new High Value Clients
- Organize and participate in all in-store PR and related promotional activities
- Provide members with full concierge services, which include transportation, merchandise deliveries, reservation handling and others, some of which may be non-DFS related
- To assist the Client Services Manager in the preparation of presentations and reports
- Actively promote the DFS brand and a strong positive professional image at all times
- Perform any other duties as requested in a diligent and conscientious manner



Position Requirements:

- **Education:** High School GED, preferably specializing in hospitality/service related industry
- **Critical skills:** Fluency in English language and Japanese language in order to communicate with clients in their native language. Basic knowledge of computer skills is essential.
- **Work Experience:** Prior experience in retail, customer service, hospitality services or luxury brand/boutique. Experience in serving VIP clients preferred.

Other Knowledge, Skills and Abilities Required:

- Key competencies include pro-activeness, energetic, team-oriented and ability to multi-task.
- Professional looking and appropriate in appearance, language and demeanor
- Good social network
- Passion for fashion and trends
- Innate ability to engage and sell
- Ability to work under pressure and react positively to people-oriented situations
- Strong interpersonal skills and be able to work well with people at various levels.
- Ability to maintain a high degree of confidentiality
- Must be able to have a flexible schedule as required by the needs of the business

There are 3 ways to apply:

1. Email your resume to 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.

