

ROLE PROFILE:

Job Title :	Watchmaker
Location/Team :	Technical Services Dept
Reports To	Watch Service Manager
People Responsible For	None
Job Purpose	
<p>We have a fantastic opportunity for an experienced Watchmaker to provide an on-site skilled watch repair service to support our Watches of Switzerland Store in Knightsbridge, London.</p> <p>Our Watchmakers role models for the Watches of Switzerland brand; dedicated team players with a passion for delivering excellent customer service to ensure that everyone has an exceptional experience in our showrooms. They play a vital role in perpetuating the Watches of Switzerland customer experience. The role is overall responsible for delivering a superior quality of work throughout the different brands within Watches of Switzerland.</p>	
Essential Experience	Personal Profile
<ul style="list-style-type: none"> ▪ Proven track record in prestige watch repairs and service ▪ Carry out services and repairs to all types of mechanical and quartz watches ▪ Carry out refurbishment of precious metal and stainless steel cases and bracelets ▪ Providing advice and information to manager as required ▪ Promote quality achievement and performance improvement ▪ Develop and maintain an in-depth current product and brand knowledge ▪ Pro-active in developing technical skills and industry knowledge ▪ Attend in house and brand house training ▪ Support technical training and events across other business areas ▪ Maintain high quality of work keeping returns to a minimum resulting in customer satisfaction and a positive brand image 	<ul style="list-style-type: none"> ▪ Commercial awareness ▪ Passion for watches/luxury timepieces ▪ Able to prioritise and plan own workload ▪ Excellent communication and interpersonal skills ▪ Able to work flexibly, to embrace change and to work as part of a team ▪ Drive for results
Core Accountabilities	
<p>You will ensure that you are always working in a professional manner; you will be using your excellent interpersonal skills and passion for the business to engage with customers and colleagues. You will be well presented at all times with a positive “can do” attitude; delivering excellent customer service to everyone that you meet, you will play a key role in the Showrooms success!</p> <p>Being a role model for the Watches of Switzerland brand you will be a committed and dedicated team player who will be required to deputise for management at times; developing staff, identifying, sharing and spreading best practise not just in your role but throughout the wider business.</p>	

Responsibilities

- Working as part of a team you will be responsible for providing a watch repair service to support our clients.
- Servicing and repairing a variety of watch brands in an efficient and productive manner
- Delivering an exceptional customer experience
- Completion of relevant training via e-learning
- Supporting the management team when required
- Working to weekly production targets ensuring all work is completed within the required time frame
- Responsible for own budget / material costs
- Associated administration duties