

<b>Title</b>	Artisan Engraver / Sales Associate
<b>Organisation, location(s)</b>	House of Waterford Crystal, Waterford, Ireland WWRD Ireland Ltd.
<b>Function</b>	Retail
<b>Solid/dotted line manager</b>	Retail Team Lead

**Job purpose**

*To provide a premium retail and crystal engraving service by delivering a consistently high level of product knowledge to maximise sales and to promote repeat business with local and international visitors within the House of Waterford Crystal and other retail environments.*

*This is a full-time (39 hours a week) permanent role working a rota Monday to Sunday. Some flexibility of working hours may occasionally be required.*

**Direct subordinates / organisation / travelling (percentage, scope)**

*Occasional travel to events and other sites will be required as part of this role.*

**Key interfaces and stakeholders**

Internally: *Retail & sales teams*  
Externally: *Visitors & customers*

**Geographical scope**  
National

- Key Responsibilities**
- *Freehand personal engraving of Waterford Crystal products within the House of Waterford Crystal and Ireland business unit.*
  - *Demonstrate freehand engraving skills to watching visitors and explain processes, engage with and encourage dialogue, inviting and answering questions.*

- *Support exhibitions and artisan events through glass cutting demonstrations at consumer, trade and corporate events within the Waterford Crystal business in Ireland and abroad*
- *Promote and support the company by sharing with each customer the relevance of the retail offering through the delivery of the highest standards of customer service.*
- *Provide a premium retail experience and deliver a consistently high level of product knowledge to maximise sales and to promote repeat business with local and international visitors.*
- *Ensure the highest standards of cleanliness and merchandising.*
- *Adhere to all health, safety and environmental rules and guidelines to ensure the safety of self, other employees, contractors and visitors.*
- *Actively participate in continuous improvement activities*
- *In addition to carrying out the overall purpose, to perform other tasks/duties that fall within the remit of an individual's competency to ensure that a flexible working environment is achieved*

## **Skills, knowledge and experience**

- *A number of years proven experience of freehand engraving of crystal products*
- *Demonstrate a passion for crystal production*
- *Strong retail experience ideally with a luxury crystal brand*
- *Computer literacy with an ability to use generic business packages and POS systems*
- *A full driving license and use of a car are essential*
- *An ability to communicate fluently in English is essential*

## **Characteristics**

### ***How do these reflect Fiskars Group's values?***

- *Sociable people's person who likes to work with a team*
- *Passion for excellence and superb attention to detail*
- *Sales orientated*
- *Enthusiastic approach with a flexible work ethic*