



Jewelry Consultant

FULL-TIME SALARY POSITION

Location: On-Site, Lexington, KY

Job Status: Now hiring

Faithful Platform is a passionate, client-focused jewelry company committed to providing exceptional customer experiences and crafting timeless, meaningful pieces. We are seeking a highly motivated, relationship-driven Jewelry Consultant to join our growing team. In this role, you will guide clients through the full jewelry design and purchasing experience by building trust, offering expert recommendations, and ensuring each client feels supported from start to finish.

This position is ideal for someone who loves connecting with people, thrives in a fast-paced environment, and is eager to grow with an expanding, mission-driven organization.

Jewelry Consultant Job Responsibilities:

- Client Relationship Management
 - Build meaningful, consultative relationships with clients throughout the custom jewelry design and purchasing process.
 - Share the Faithful Platform mission and values to create long-term emotional connections with clients.
- Jewelry Design Guidance
 - Lead clients through the ring or jewelry design journey by asking thoughtful questions to understand their needs, style, timeline, and budget.
 - Provide expert recommendations on diamonds, gemstones, and settings, explaining trade-offs and helping clients make confident decisions.
 - Present curated options that align with client preferences, highlighting unique selling points and transparent pricing.
- Sales & Problem-Solving

- Manage the sales pipeline from initial contact to final purchase, ensuring a smooth and positive experience at each step.
- Address challenges or questions with clarity and professionalism, offering proactive solutions that maintain trust and momentum.
- **Operational & Vendor Coordination**
 - Communicate with manufacturers, gem suppliers, and wholesale partners to ensure timely delivery of diamonds, gemstones, and custom pieces.
 - Maintain accurate notes, follow-ups, and activity tracking in the CRM (HubSpot) to ensure seamless handoffs and exceptional service.
- **Brand Representation**
 - Uphold and communicate Faithful Platform's brand voice, values, and service standards in every client interaction.

Consultant Assistant Job Requirements:

- **Full-Time Office Hours:** Monday–Friday, 9 AM–5 PM EST
- **Consultative Sales Skills:** Ability to guide clients through big-purchase decisions with empathy, clarity, and confidence.
- **Customer-First Mindset:** A passion for creating exceptional experiences and a willingness to go the extra mile for clients.
- **Organizational Excellence:** Strong ability to manage multiple clients, timelines, and tasks with accuracy and attention to detail.
- **Communication Strength:** Professional, warm, articulate communication—both written and verbal.
- **Tech Proficiency:** Comfortable using Apple products, Google Suite, HubSpot, Slack, and other digital tools.
- **Team-Oriented:** Collaborative, supportive, and committed to the success of the team and the brand.

Job Compensation and Benefits Package

- **Starting Pay:** \$35,000 per year + commission bonus
- **401(k) Matching Program:** Eligible for enrollment after 6 months of employment; eligible for company match after 1 year of employment
- **Paid Time Off (PTO):** 15 days annually (+1 additional day for each year of service to the company, up to 20 total)
- **Disability Insurance:** Short-Term and Long-Term Disability coverage at no cost to the employee

- Jewelry Purchases: Employee discount – make all personal FP jewelry purchases at cost; receive 20% off Created Bracelets purchases
- Career Growth Opportunities: As Faithful Platform expands, we offer the potential for advancement and further career development.

To apply for this position, please apply through our [website](#) and send your resume to careers@faithfulplatform.com.