

CUSTOMER CARE ADVISOR

NET-A-PORTER is an established global Internet retailer of cutting-edge luxury fashion labels relied upon for its exceptional quality of service and eye for the next big thing. With an expanding domestic and global market, and revenues increasing month on month, critical strategic change is on the agenda in order for us to achieve the objective of dominating our sector as a truly successful force in online retail.

As such, we are seeking a Sales & Service Advisor to join our Customer Care Team in solving service problems as well as making customers aware of new products, services and features on the site. Your role will be to ensure a positive experience for our global and demanding customers and strive to exceed expectations and ensure that NET-A-PORTER continues to be seen as the standard-bearer in the luxury online world.

"The first retailer to hammer out pacts with Chloe, Pucci and Marni to sell their goods in cyberspace" WWD

"Your selection is wonderful... your customer service is the best there is... and the convenience makes my life tremendously easy. I can even have a glass of wine while I'm shopping. This is the way that life was meant to be lived!" Customer Feedback Aug 2007

Responsibilities

- Act as the primary point of contact for all our customers.
- Assist customers and communicate promptly to inquiries concerning customer returns or their orders via email or by phone
- Assist customers to register online and/or to process their orders
- Assist customers with product inquiries or refer them to specialist help within the Product Advisors team
- Maximize cross sales opportunities in all email and phone correspondence by suggesting related products to original inquiries, as well as alternatives to sold out requests where waiting list not applicable
- Actively promote extended services of NET-A-PORTER.COM as a customer benefit through excellence and consistency of customer service
- Handle complaints and escalate process to resolve customer problems as quickly as possible. Work with difficult customers in a professional manner, turning a bad customer experience into a positive one.
- Ensure that the in-house processes and procedures are adhered to at all times
- Liaise closely with marketing and distribution teams
- Liaise with Distribution for any issues concerning customer's orders or returns.

- Liaise with the Shipping Department over issues raised by customers with regard to either orders or returns
- Liaise and assist the Finance Department with customers on security checks (calls or emails) to enable a seamless shopping experience.
- Maintain a high level of service awareness at all time
- Observe at all times client confidentiality and company policy surrounding data protection and security.

Essential Skills & Requirements

- Must demonstrate an appreciation and understanding of the importance of customer care as a function within the business and contribute ideas within the team to improve the customer experience
- Excellent work ethic / driven to deliver the best and lead by example.
- Proven experience as a Sales Assistant or similar in a luxury goods environment such as retail, hospitality or travel
- A genuine interest in fashion
- Experience as a sales assistant within luxury women's wear or Telesales marketing would be ideal but not essential.
- Demonstrate ability to trouble shoot and to have a pro-active approach to sales. To show initiative and put forward ideas to constantly improve customer experience
- Proven track record of building professional relationships specifically in regard to building a rapport with customers including dealing confidently with highly demanding clientele
- Articulate with exceptional writing skills (including good spelling and grammar)
- Excellent eye for detail and organizational skills
- Proven ability to work to stringent deadlines
- Experience with Microsoft office applications (Excel and Outlook essential)
- Previous experience of a CRM system or similar desirable but not essential
- Knowledge of Data Protection issues desirable but not essential
- Ability to work hard and play hard, as part of a growing team

Hours: 37.5 a week in a normal work week. Usual days will be Monday to Friday - Weekend rotation may also be required

Location: This role is currently based in Long Island City, NY 11101

Please note, this position will be moving to Mahwah, NJ in spring/summer 2011 and you will be required to work from there.

N E T - A - P O R T E R . C O M

To Apply

Please send us an updated CV/Resume (including examples of relevant previous work) and a cover letter explaining why you feel you are suited to NET-A-PORTER and this role. These should be emailed to jobs@net-a-porter.com

EOE M/F/D/V. Qualified females and minorities are encouraged to apply.

NO RECRUITMENT AGENCIES PLEASE