

## SEAMSTRESS/TAILOR - US

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 an experienced Seamstress/Tailor to join our vibrant and dynamic operations team. Working autonomously you will take responsibility for making minor repairs to to garments, and looking forward will participate in the roll-out of a new service for our global customer base.

*"Net-a-porter has revolutionised the way we buy designer clothes."* **Vogue UK**

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### Responsibilities

- Make high quality repairs to a range of garments either using an industrial sewing machine or by hand.
- Work with the RTV (return to vendor) team to assess quality issues with stock
- Process faulty customer returns back to vendor/back to stock
- Liaise with customer care in regards to faulty returns
- Hand finish repair jobs (lining, hems, buttons, labels, beadwork)
- Take responsibility for tracking garments and workflow using our bespoke stock management system
- Ensure that garments are repaired to meet NET-A-PORTER'S strict quality standards
- Carry out priority repairs as instructed by the operations management team
- Ensure that all repairs are completed in a timely fashion.
- Ability to work without direct supervision.

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### Essential Skills & Requirements

- Fashion Textiles Graduate (or equivalent relevant commercial experience)
- Extensive hands-on experience of repairs and alterations gained in a luxury fashion environment
- Extensive knowledge of fabrics and associated limitations and issues
- Good judgement and decision making skills
- Strong customer focus
- Discreet, professional and well spoken, with excellent communication skills
- Exceptionally organised, methodical and efficient.
- Time keeping & ability to meet stringent deadlines
- Must have the confidence to contribute ideas to the team and working processes at net-a-porter.com – even those outside your day-to-day remit.
- Pro-active and able to show initiative/ideas to constantly improve the NET-A-PORTER offering.

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This role is based at our NYC Distribution Center

### To Apply

Please send us an updated resume and a cover letter explaining why you feel you are suited to NET-A-PORTER and this role. These should be emailed to [usjobs@net-a-porter.com](mailto:usjobs@net-a-porter.com)

The interview process will consist of a face to face interviews and a skills test.

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NO RECRUITMENT AGENCIES PLEASE