

Customer Care Sales Advisor

NET-A-PORTER.COM launched in June 2000 and has since successfully established itself as the world's premier luxury online fashion retailer. With its acclaimed editorial format, express worldwide shipping to 170 countries, luxurious packaging and easy returns, NET-A-PORTER offers an unparalleled shopping experience. NET-A-PORTER.COM is the flagship brand from the NET-A-PORTER group which comprises theOutnet.com, the most fashionable fashion outlet, and MRPORTER.COM, the global men's style destination.

The Customer Care Sales Advisor is the first point of customer contact for NET-A-PORTER.COM, THE OUTNET.COM and MRPORTER.COM channels. This position provides excellent customer service on a day-to-day basis by resolving service problems, exceeding customer expectations and leading by example to meet sales and productivity targets. Feeding customer requests and information upwards to improve customer experience. Supporting the Customer Care team members and reporting to the Sales and Customer Care Senior team.

Summary of Responsibilities:

- Following the Customer Care Department Standards for Excellence, ensure you deliver an outstanding shopping experience to every customer contact, in all forms of communication; by telephone and email.
- Participate in team meetings and training sessions.
- Work together with your fellow team members to support each other at busy times and in demanding situations.
- Achieve sales targets by maximizing all customer contact opportunities to provide product knowledge, increase units per transaction and sell across all channels.
- Identify ways to personalize the experience of every customer, whenever possible. Demonstrate company writing styles and phone manner.
- Take responsibility for resolving customer complaints as quickly as possible, using the escalation process where necessary and follow up as needed.
- Always deal with the most difficult customers in a willing and professional manner, aiming to turn negative situations into a positive outcome and using available resources to solve problems.
- Use all CRM systems confidently and use to accurately add notes to orders and cases for all incoming and outgoing contacts
- Communicate company policy to customers as necessary and observe at all times client confidentiality and company policies for data protection and security.
- Ensure that the in-house processes and procedures are adhered to at all times
- Work closely with other internal departments to ensure issues affecting customer orders or returns are resolved
- Support the Online Fraud team with the security check process to enable seamless shopping experience.

Essential Skills & Requirements

- Previous sales/ retail experience, preferably in a luxury environment
- Excellent communication skills
- Must show an affinity with the luxury consumer
- Commercial, sales driven approach is essential
- Ability to achieve results through influence and problem solving
- Flexible attitude and positive approach to change
- Self-motivated, proactive and energetic team player

Location

- This role is currently based in Long Island City, NY 11101 - Please note, we will be permanently moving to a location in Mahwah, NJ in the Spring/Summer of 2011.

Hours

- Your hours will be 37½ hours per week.
- You will be required to work on weekends and holidays depending on your shift.

To Apply

- Please email us an updated CV and a cover letter explaining why you feel you are suited to this role, to usjobs@net-a-porter.com.
- You will be expected to provide at least two recent work references, at job offer stage.

NO AGENCIES PLEASE