

SALES & CUSTOMER CARE TRAINER

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 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.

Role:

To support the Sales & Customer Care Team to maintain the department's standards of excellence through ensuring all members have a full working knowledge of department systems, policies and procedures, coupled with an intrinsic understanding of our customer.

Responsibilities:

Reporting to the Sales & Customer Care Manager, you will be:

- Assisting in the delivery and implementation of various training solutions and activities to meet the business needs:
 - induction of new staff & monitoring their progress;
 - induction of temporary staff & any ongoing coaching required;
 - bespoke training courses for the ongoing development of the team;
 - ongoing training for new policies, website functionality enhancements, etc.
- Producing and maintaining training manuals and associated coaching materials, including implementing an 'Information File' system for all staff members.
- Compiling and maintaining a personal training file on each member of the team, ensuring it is updated and evaluated every month.
- Regularly monitoring and evaluating the team's communication skills, e.g. telephone/email technique using the telephone/email technique scorecard.
- Identifying and dealing with any team or individual training issues as they arise, with management support.
- Supporting management in the evaluation of the customer experience through suggesting new training initiatives.
- Ensure that brand values, culture and standards are consistently delivered to all members of the team.

In addition to the above:

- At times you may also need to work a flexible shift pattern to match the needs of the team, including weekends. This is essential to ensure that all staff receive the necessary training and standards are consistent across all shifts.

Skills and Requirements:

You will possess excellent interpersonal skills with hands on experience of the training cycle, including ongoing coaching and feedback. You will also have the ability to motivate others together with the necessary skills to offer a personal, professional training service.

- Self motivated and able to work independently, without direct supervision.
- Confident to mentor and coach to a high standard.
- Organized and efficient; able to prioritize tasks and projects.
- Able to liaise at all levels of the team and adapt to individual employee's different learning styles.
- Excellent presentation and communication skills.
- Must possess a constant, infectious positive attitude and lead by example.
- Experience of working in a luxury retail environment would be beneficial.
- Identify and highlight opportunities and training needs to improve our service in conjunction with Management.
- Regularly monitor staff and identify opportunities to improve standards and implement training as necessary.

Hours: 37.5 per week

Location: Mahwah, NJ

To Apply

Please email us an updated resume and a cover letter explaining why you feel you are suited to the role to jobs@net-a-porter.com