

ONLINE LOSS PREVENTION ANALYST

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 to month, we are now looking to add new revenue streams to the Group. This presents a fantastic opportunity to capitalise on our infrastructure and leverage our expertise to drive the business forward across multiple channels.

As such we are looking to hire a hands-on US Online Loss Prevention Analyst with responsibility for ensuring seamless and swift order processing within the US Online Loss Prevention Team.

"Net-a-porter.com sells expensive fashions at full price and markets globally - a practice that analysts were convinced was impossible.....Net-a-porter has made online couture shopping possible" **Intelligent Life, The Economist**

Summary of day-to-day responsibilities

- Ensure timely verification and approval of sales and refund orders
- To ensure the timely/efficient processing of refunds/debits
- To monitor anomalous customers and their order verification
- Work towards minimizing chargeback levels along with customer complaints, ensuring exceptional customer experience
- Assist with day-to-day chargeback disputing process
- Strictly abide by the company's data protection policies safeguarding confidential and personal information
- Liaise with Customer Care and Personal Shopping teams and associates on individual circumstances
- Continually consult with the team to identify and implement process improvements
- To communicate in a professional manner with customers by email and telephone

Essential Skills & Requirements

- **Proven loss prevention experience in a similar environment, preferably in the Card Not Present environment.**
 - Excellent analytical skills, eye for detail and high level of discretion
 - Excellent verbal and written communication skills
 - Proven ability to work to stringent deadlines
 - Proactive and able to show initiative/ideas to constantly improve the service of the customer finance function.
 - Solid track record of exceeding expectations and improving procedures
 - Ability to use knowledge and judgement in decision making.
 - Competent user of Excel and Outlook.
 - Experience of managing workloads and schedules.
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Hours & Location: Monday through Friday, 11:30 am - 8:00 pm

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 jobs@net-a-porter.com

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