

**PERSONAL SHOPPING MANAGER - NET-A-PORTER**

**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 changes 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 talented and driven sales and service professional to manage our Personal Shopping Team serving our most valuable customer segments in the US market. Reporting to the Global Personal Shopping Manager based in London, you will be responsible for ensuring your team meet sales targets whilst maintaining an exceptional service experience for our global, demanding customers, keeping the NET-A-PORTER Personal Shopping experience as the standard bearer in the luxury marketplace.

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**Responsibilities**

Responsible for the Personal Shopping team based in New York, you will be inspiring and motivating the individual and the team to maintain an exceptional level of customer service and sales.

As the Personal Shopping Manager, you will:

- Set the benchmark for sales and service standards for all customer facing teams in the NAP group through the perception and performance of the Personal Shopping Team
- Optimize the potential of customer relationships to drive sales, migration and increase loyalty within high value customer segments
- Sustain year on year increase in team sales in line with business growth, motivating the teams to achieve this through inspiring leadership and support
  - Set challenging but achievable sales targets
  - Measure AQT to ensure all sales opportunities are optimized
  - Devise strategies to support individuals to increase spend of existing clients and build relationships with new ones
  - Develop and maintain personal client base (with assistance from key team members)
- Devise strategies to support customer migration patterns between targeted segments
  - Evolve proactive contact programs to reach out and engage with high potential segments, and re-engage lapsed customers
  - Work with individuals to identify and act on customers showing potential to lapse
  - Continually seek to personalize the individual experience of customers shopping through the team
- Develop a structured and consistent program of training & development activities to support team growth and progression of individuals
  - Provide one-on-one coaching to optimize sales productivity and build effective customer relationships, supporting career progression of individuals
  - Establish a training plan of ongoing weekly / monthly activity to optimize the team's product knowledge
- Lead by example to promote the importance of team work and the significance of good internal relationships with all partnering areas of the business
  - Support the team to manage demanding customer expectations effectively
  - Develop clear lines of communication between Personal Shopping and operational/customer facing teams to ensure a premium service level is consistently received by Personal Shopping customers
  - Keep E.I.P customers front of mind with these teams through educating on and reinforcing segment value to the business
- Build influential relationships with buying & merchandising teams to maximise commercial potential of customers, and provide regular feedback on customer demand to influence buying decisions
- Support GPSPM to implement E.I.P and Personal Services program activities, including
- Brief and lead events teams setting standards, targets, follow-up activity and measure effectiveness

**Experience and Skills**

- Reporting to the Global Personal Shopping Manager based in London, you will be a natural leader and a people person with demonstrable and sustainable high energy and drive, as well as a confident decision maker
  - The ideal candidate will have at least 3 years experience managing an elite team in terms of service and sales for a luxury retail brand. You will be results-oriented leader with the proven ability to inspire sales as the result of outstanding service
  - A genuine interest in measuring and raising standards of customer service is essential, together with a thorough understanding of the luxury consumer and a sympathetic approach to her needs and expectations
  - Must be able to demonstrate a customer centric approach with excellent service skills and relationship building ability
  - A focus on quality and an evident passion for our product is very important
  - A collaborative approach to team work, and a flexible working style is essential, together with excellent interpersonal and communication skills (both written and oral)
  - You will be confident to manage change in a rapidly growing team
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**Hours:** 37.5 per week

**Location:** This role is based in our New York City office

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**To Apply**

Please email us an updated CV and a cover letter explaining why you feel you are suited to the role to [jobs@net-a-porter.com](mailto:jobs@net-a-porter.com)