

## PERSONAL SHOPPER

**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, 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.**

We are seeking a Personal Shopper to join the Personal Shopping team. The role is sales and retention orientated and focuses on developing strong relationships with new and existing customers. Most importantly, you will provide exceptional service levels to ensure that our customers enjoy a seamless and enjoyable shopping experience, wherever they are.

*"...when fashion and technology cross the result is NET-A-PORTER.COM. The trendiest online boutique, a glimpse at shopping in the third millennium" French Vogue*

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### **Responsibilities**

Reporting to the Sales Manager, you will be responsible for the following:

- Personalising the Net-A-Porter customer experience and exceed expectations at every point of contact through providing exceptional customer service
- Proactively following up and maximizing sales opportunities on all VIP leads, turning sales contacts into repeat business and building a client base
- Taking ownership for all customer cases, ensuring prompt resolution of any issues with support from customer care
- Increasing spend of individuals and developing customer loyalty through developing an intuitive understanding of individual's style needs and preferences in relation to their lifestyle
- Cross and up sell at every opportunity, ensuring that personal sales targets are exceeded and supporting sell thru of slower selling styles
- Managing waiting lists for forthcoming arrivals and sold out items
- Communicate customer demand to buying teams, staying up to date on best and worst selling products
- Working closely with the Net-a-Porter Sales & Customer Care team to ensure a consistent communications flow and knowledge sharing between teams with regard to product
- Ensuring optimum product knowledge of forthcoming, new and existing product at all times
- Assisting with customer events as required and ensure prompt follow up with attendees to build lasting relationships
- Supporting the wider Net-A-Porter Sales & Marketing team with promotions/activities as required
- Establish close working relationships with the MR PORTER Personal Shopping team

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**Essential Skills & Requirements**

- Must have experience as a senior sales assistant with client book / personal shopper for a luxury fashion brand
- Deep understanding of the luxury women's wear customer, their needs and expectations
- A proven track record of exceeding sales targets and building lasting relationships with customers resulting in loyalty
- Excellent interpersonal and communication skills, especially oral and written
- Numerate with strong computer literacy, particularly in Excel and outlook.
- Ability to work both independently and as part of a team
- Excellent eye for detail; strong organisational skills including the ability to work to stringent deadlines
- A pro-active approach to driving sales and the Net-A-Porter customer experience

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**Hours:** 37.5 a week in a normal work week.

**Location:** New York City

**To Apply**

Please send us an updated resume (including examples of relevant previous work) 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](mailto:jobs@net-a-porter.com)

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

**NO RECRUITMENT AGENCIES PLEASE**