

SENIOR SALES AND CUSTOMER CARE ADVISOR

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 strategic growth is on the agenda, in order for us to achieve the objective of dominating our sector as a truly successful force in online retail.

The Senior Advisor is a key role within the Global Sales & Customer Care Team across the NET-A-PORTER.COM GROUP, supporting the Supervisors to organize the team's day to day operations and oversee the workload, as well as leading by example with sales and productivity. You will be the first point of escalation for the team, and will also be a key point of liaison between internal departments on issues, highlighting problems and composing solutions.

"NET-A-PORTER is doing exactly what most observers have always believed couldn't be done; it is selling cutting-edge fashion over the web." Financial Times

Key Responsibilities:

- Organizes daily team tasks based on business priorities and Service Level Agreements. Maintains and monitors call and email inflow
- Measures team performance to Service Level Agreements and evaluates customer contacts
- Actively promotes extended services of NET-A-PORTER.COM as a customer benefit through excellence and consistency of customer service.
- Maintain a high level of service awareness at all time by acting as a central point of contact for advisors and an ambassador for the team
- Confident first point of escalated complaint resolution, issuing refunds and compensation as appropriate
- Encourages the team to take ownership to resolve customers' issues at first contact
- Leads by example and motivates team to achieve personal sales and workload targets. Encourage cross channel sales and drive units per transaction
- Participates in presentations, projects, meetings and reporting
- Liaises between internal departments on issues; highlights problems and composes solutions
- Identify training needs and work with the Senior Sales & Customer Care Coach to up-skill advisor team

- Communicates all outstanding customer issues to Supervisor at the end of shift for follow up
- Monitors and works with team to process delayed or held orders (XT queue)
- Ensures the team accurately classifies all activities in the contact management system and assists the Supervisor with the weekly report
- Ensures that the in-house processes and procedures are adhered to at all times
- Addresses minor staff issues immediately,(e.g.: absence/ lateness/ inappropriate behavior), record and follow up to maintain team productivity

Experience, skills and ability:

- Previous sales/ retail experience, preferably in a luxury environment
- Excellent communication and presentation skills
- Demonstrates people management skills, ability to lead and motivate a team
- 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

To Apply

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

Location: Mahwah, NJ

NO AGENCIES PLEASE