

## SALES AND CUSTOMER CARE SUPERVISOR

**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 Sales and Customer Care Supervisor provides leadership across the NET-A-PORTER.COM GROUP by directly leading the Senior Sales and Customer Care Advisors. You will have full responsibility of managing the day to day operations of the Sales & Customer Care Advisor team by working to achieve sales and productivity targets as well as resolving escalated customer cases. You can drive the business forward by evaluating process and procedures and organising the work flow to enhance the customer experience. Monitoring performance coupled with HR administration is a key point for team growth within this role.

*"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:

- Following the Customer Care Department Standards for Excellence, ensure your team delivers an outstanding shopping experience to every customer contact, in all forms of communication; by telephone and email.
- Conducts shift briefings and coordinates senior meetings to deliver company information, organize business priorities and deliver positive and negative customer feedback and VOC results
- Liaises between internal departments on issues; highlights problems and composes solutions.
- Coach and develop Senior Sales team and address any staff performance issues working closely with the HR and Training and Development teams and participating in team performance reviews.
- Responsible for timely completion of HR administration and team probationary reviews; return to work interviews; monitors Bradford scores & manages timekeeping; escalates to management as appropriate.
- Leads by example by taking a proactive and sales oriented approach in all situations focusing on increasing units per transaction and cross channel selling.
- Introduce change and promote flexibility as team rotates through shift patterns
- Maintain a high level of service awareness at all time by acting as a central point of contact for the Senior Sales team.
- Work together with other Supervisors to provide consistency, communicate information and develop best practice.
- Assist Senior Sales team in allocating the daily workload to the team and in monitoring general performance of the team
- Identify training needs amongst the team and support Senior Sales Coaches
- Report on end of shift summary, customer feedback and outstanding issues and communicate with the management team to follow up
- Use all CRM systems confidently and use to accurately add notes to orders and cases for all incoming and outgoing contacts

- Be confident to make decisions with customer compensation and staff issues.
- Feeds back sales & contact productivity weekly / monthly to the management team

**Knowledge, Skills and experience:**

- Previous sales/ retail experience, preferably in a luxury environment in a supervisory or junior management role.
- 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](mailto:jobs@net-a-porter.com). You will be expected to provide at least two recent work references, at job offer stage.

**Location:** Mahwah, NJ

**NO AGENCIES PLEASE**