

## TRAINING MANAGER - SALES & CUSTOMER CARE

**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.**

This is a new role within the Customer Care team to develop and deliver brand, product and service training for the Customer Service teams across the globe. The Customer Service teams are responsible for supporting the on-line customer experience both on the phone and via email, ensuring all communication with our customers is branded and consistent.

The role is 70% development of training materials, 30% training delivery.

*"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*

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### **Key Responsibilities:**

- As an ambassador of both the NET-A-PORTER customer and our brand values, ensure your team delivers a consistently high standard of training and support to all customer facing teams
- Develop a specific training plan that is in line with business objectives, projects and strategies
- Manage roll out and on-going delivery of all Customer Care training globally
- Manage all Customer Care training follow up and feedback procedures
- Monitor and evolve Customer Care training in line with our service standards
- Support Customer Care management with development of other new multi-channel training programmes as required
- Be accountable for all aspects of managing and developing the Training & Development team within Customer Care

### **Knowledge, Skills and experience:**

- Previous design and development of training
- Previous luxury sales/ retail/ operational experience at management level
- Previous E-commerce/Customer Service experience
- Previous experience in systems training
- Excellence in communication and presentation skills

### **Abilities/ personality:**

- Affinity with the digital retail world and contact centre technologies
  - Affinity with luxury
  - Excellent influencing and motivational skills
  - Ability to influence from a distance
  - Self-motivated, proactive and energetic
  - Team player
  - Creative; broad-thinker
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**To Apply**

Please email us an updated CV 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.

**NO AGENCIES PLEASE**