

CUSTOMER CARE / SALES TEAM MANAGER - US

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 Customer Care / Sales team servicing the US markets. Reporting to the Global Customer Care Manager, you will be responsible for ensuring your team meet sales targets whilst maintaining an exceptional service experience for our global, demanding customers, continuing to keep Net-a-Porter as the standard bearer in the luxury online world.

Responsibilities

- Take the lead in transforming our existing Customer Care team into an award winning, service-focused sales force
- Manage, coach and develop the Customer Care team, instilling NAP core values and an ethos that is balanced by an understanding of sales as a product of great service
- Drive tangible revenue through sales achieved by the team, and intangible revenue through retention and satisfaction achieved through service
- Maximise team morale and motivation levels to foster a team culture that is receptive to change and improvement
- Ensure team engagement with the brand through ongoing product knowledge and awareness of business initiatives and objectives
- Devise an ongoing program of training and development activities that meets local needs and sits in line with the global Customer Care training strategy
- Set performance levels and KPIs for team; measure and review to ensure customer expectations are always exceeded and satisfaction levels maintained
- Initiate ideas to incentivise and reward the team, both ongoing and on a one-off basis
- As part of the global Customer Care management team, you will be responsible for implementing new working processes and technology enhancements with the support of the UK Customer Care Development Manager
- Plan and manage an annual budget and help allocate resources specific to the US
- Serve as the internal brand ambassador within both Customer Care and DC2, being the customer champion for all internal and external initiatives

Experience and Skills

The ideal candidate will be able to demonstrate a solid track record of managing customer service and sales teams for a luxury fashion brand. You will be a results-oriented leader with the proven ability to inspire sales as the result of outstanding service.

- 3-5 years management experience of customer service and sales teams across multiple channels, preferably gained in a luxury fashion environment
- Deep understanding of the luxury retail and fashion customer and their expectations
- A focus on quality and an evident passion for our product
- Excellent written and oral communication skills essential
- Must be able to demonstrate a customer centric approach with excellent service, skills and relationship building ability

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- An excellent, collaborative approach to teamwork, and a flexible working style
 - Strong leadership and proven people management skills including staff development
 - Excellent interpersonal and communication skills
 - A demonstrable and sustainable high level of energy and enthusiasm
 - Creative flair exemplified through proven track record of successfully challenging norms and implementing innovative service and sales initiatives
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Hours: 37.5 per week

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

To Apply

Please email us an updated resume and a cover letter explaining why you feel you are suited to the role to usjobs@net-a-porter.com