

Personal Shopper

NET-A-PORTER is an established global Internet e-tailer 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 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.

As such, we are seeking a talented individual to join our Personal Shopping team in our US office. Reporting to the Personal Shopping Manager you will actively build relationships with our EIP's (Extremely Important People) and drive pre-sales. You will lead by example through a proactive sales approach combined with excellence and consistency of service to internal and external customers. You will also support the DC2 customer care team to resolve E.I.P customer issues as necessary.

This is a fantastic opportunity for a talented sales professional to take their career to the next level!

Day-to-day Responsibilities:

Customer Relationship Management:

- Always turn negative/difficult customer feedback into a positive outcome, with support of UK team as required.
- Liaise with DC2 Customercare / Returns regarding demanding or problematic high spenders and orders for multiple items with support of UK Personal Shopping Supervisor.
- Monitor orders file to ensure awareness of customer shopping patterns.
- Refer to customer records to develop individual customer in addition to analysis from customer insight and the marketing analyst.
- Use profiles to identify proactive sales opportunities and build lasting relationships with customers.
- Recognise and record US Hot Contacts; build relationships with them to grow their spend to E.I.P level.
- Support UK Press team as required; act as the point of contact for US Press Contacts when they shop.

Waiting List Management (pre-reservations)

- Manage pre-reservations and live Special Orders lists: ensure maximum sales are closed personally and for the team; liaise with Fashion Advisors to make sure products with limited quantities are offered to EIP customers first.
- Monitor waiting list levels against skus to ensure that E.I.Ps are prioritised and skus are not uploaded to the site as sold out.
- Use Xtracker to notify customers of pre-reservation availability 48 hours in advance and inform of availability.
- Communicate US waiting list / customer request patterns to Managers in EOD email.

Sales Orientation

- Maintain personal sales orientation.
- Ensure that sales leads are identified and prioritised as well as create and implement new selling ideas to ensure sales targets are met.
- Maximise use of HTML emails and custom lists as part of daily email correspondence.
- Increase spend of individuals and develop customer loyalty through understanding customer's style needs: identify link sale opportunities for

requested items, suggest additional pieces to their taste from weekly uploads.

- Ensure prompt follow up activity with customers acquired through Personal Shopping Events/Promotions to build lasting relationships.

Product and Business awareness

- Maintain competitor awareness on and off line by referring to other stores, websites and editorial; support DM with PS team participation in quarterly competitor review projects.
- Work closely with Xtracker, Look Books and the Retail team to ensure up to date knowledge of future stock availability.
- Partake in FA weekly sample view of upload to maximise product knowledge and support cross & upsell to customer list.
- Build close relationship with DC2 departments to ensure customer needs are met regarding additional product information, customer returns, shipping etc.
- Record personal email stats on a daily basis.

Additional Responsibilities

- Ensure product arrival notification emails are sent, special orders processed and other team member's workload is covered in their absence.
- Participate in US E.I.P mailouts, including address labels, packaging, shipping etc.
- Assist with and participate in US E.I.P events and marketing / partnership events as required

Essential Skills & Requirements

- Experience gained as a sales assistant with client book / personal shopper for a luxury fashion brand essential.
- Extensive knowledge of the current trends and fashions within women's wear.
- Excellent communication skills, specifically with regard to building relationships with customers.
- Excellent keyboard and written skills, articulate with good spelling and grammar.
- Numerate with strong computer literacy particularly in Excel and outlook.
- Ability to work hard and play hard, as part of a growing team.
- Excellent eye for detail and organisational skills.
- Proven ability to work to stringent deadlines.
- Pro-active and able to show initiative/ideas to constantly improve the customer experience and drive sales.
- Must have the confidence to contribute ideas to the working processes at net-a-porter.com – even those outside your day-to-day remit.
- Ideally you will be fluent in either French, Spanish, German or Arabic.

To Apply

Please send us an updated CV/Resume and a cover letter explaining why you feel you are suited to NET-A-PORTER and this role. These should be emailed to usjobs@net-a-porter.com

NO RECRUITMENT AGENCIES PLEASE