

Retail Coordinator – Designer Fashion Brands

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 retail team in our US office. The Retail Coordinators form the link between our numerous vendors (luxury and contemporary fashion brands) and the rest of the business. Through close liaison with the Buy team they ensure that the flow of goods into and out of the business is optimised. This is a fantastic opportunity for anyone that wants to further their career in fashion retail buying or merchandising.

Day-to-day Responsibilities

- Responsible for management and daily correspondence of assigned vendors/accounts
- Document and enforce delivery window to ensure steady flow of merchandise and that start ship and cancellation dates are honored
- Assist Retail Manager in monitoring and expediting flow of products, while insuring prioritization and timely processing of all incoming inventory
- Work closely with shipping to manage logistics process from duties, customs and freight forwarder relations
- Review and Process order confirmations
- Monitor reorder, exchange and RTV program throughout selling season
- Attend to general vendor issues effectively
- Resolve all queries from designers and suppliers in a timely manner
- Develop relationships with vendors' representatives
- Interact with UK based Retail, Buying, and Stock team
- Distribute sold out reports and monitor stock discrepancies
- Communicate and follow up on all payment related issues to the Finance Team
- Create faulty stock receipts analysis report resulting in weekly vendor RA approval
- Provide product knowledge support for the Customer Care team
- Create and monitor weekly returns analysis report via Customer Care for live SKU modification
- Other duties as called upon

Essential Skills & Requirements

- Degree educated or relevant experience gained in a fashion environment.
 - Excellent verbal and written skills specifically in regard to building relationships with suppliers and external contacts.
 - Numerate with strong computer literacy
 - Advanced knowledge of Excel essential.
 - Excellent eye for detail and organisational skills.
 - Proven ability to work to stringent deadlines
 - Excellent work ethic and ability to multi-task
 - Ability to identify problems, demonstrate use of initiative and implement appropriate solutions.
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