

CUSTOMER CARE ASSISTANT

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 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 Customer Care Assistant to join our Customer Team in solving service problems as well as making customers aware of new products, services and features on the site. Your role will be to ensure a positive experience for our global, demanding customers, which exceeds expectations and continues to keep Net-a-Porter as the standard bearer in the luxury online world.

“The first etailer to hammer out pacts with Chloe, Pucci and Mami to sell their goods in cyberspace” *WWD*

Summary of Responsibilities:

- Act as the primary point of contact for all our customers.
 - Assist and communicate promptly customers any information or any enquiries with regards to customer returns or their orders via emails or by phone
 - Assist customers to register online and/or to process their orders
 - Assist customers with products enquiries or refer them to specialist help within the Product Advisors team
 - Maximise cross sales opportunities in all email and phone correspondence by suggesting related products to original enquiries, as well as alternatives to sold out requests where waiting list not applicable
 - Actively promote extended services of NET-A-PORTER.COM as a customer benefit through excellence and consistency of customer service
 - Handle complaints and escalation process to resolve customer problems as quickly as possible. Work with difficult customers in a professional manner, turning a bad customer experience into a positive one.
 - Ensure that the in-house processes and procedures are adhered to at all times
 - Liaise closely with marketing and distribution teams
 - Liaise with Distribution for any issues with customers orders or returns.
 - Liaise with Shipping Department over issues raised by customers with regard to either orders or returns
 - To liaise and assist Finance Department with customers on security checks (calls or emails) to enable seamless shopping experience.
 - Maintain a high level of service awareness at all time
 - Active use and knowledge of X-Tracker, Website, Microsoft Office and Order Database
 - To observe at all times client confidentiality and company policy surrounding data protection and security.
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Essential Skills & Requirements

- Must demonstrate an appreciation and understanding of the importance of customer care as a function within the business and contribute ideas within the team to improve the customer experience
- Excellent work ethic / driven to deliver the best and lead by example.
- Proven experience as a Sales Assistant or similar in a luxury goods environment such as Retail, Hospitality or travel.
- Experience as a sales assistant within luxury women's wear or Telesales marketing would be ideal but not essential.
- Demonstrated ability to trouble shooter and a pro-active approach to sales and showing initiative/ideas to constantly improve the customer experience
- Proven track record of building professional relationships specifically in regard to building a rapport with customers including dealing confidently with highly demanding clientele
- Articulate with exceptional writing skills (including good spelling and grammar)
- Excellent eye for detail and organizational skills
- Proven ability to work to stringent deadlines
- Experience with Microsoft office applications (Excel and Outlook essentially)
- Previous experience of a CRM system or similar desirable but not essential
- Knowledge of Data Protection issues desirable but not essential
- Ability to work hard and play hard, as part of a growing team
- Written and spoken fluency in at least one other foreign language would be a distinct advantage (European / Arabic / Mandarin)

Location

Long Island City

Hours

Your hours will be 35½ hours per week working on a shift system.

To Apply

Please email us an updated CV and a cover letter explaining why you feel you are suited to the role to jobs@net-a-porter.com. You will be expected to provide at least two recent work references, at job offer stage. The interview process will consist of a face to face interviews and a written English test.