

## theOUTNET SERVICE AND SALES 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, we are now looking to add new revenue streams to the Group. This presents a fantastic opportunity to capitalize on our infrastructure and leverage against our expertise to launch a new global brand.

As such, we are seeking to build a talented Service Team for an exciting new brand. Launched in April 2009, theOutnet.com has allowed us to reach an entirely new global consumer profile. As a Service Team Assistant for theOutnet, you will be responsible for 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 and demanding customers, strive to exceed expectations, and contribute to the continuing success of theOutnet as a new global brand.

### Summary of Responsibilities:

- Following the Customer Care Department Standards for Excellence, ensure you deliver an outstanding shopping experience to every customer contact, both by telephone and in writing.
- As an ambassador for theOutnet, consistently exceed expectations and take initiative to constantly raise the level of service you provide.
- Demonstrate a can-do attitude in every situation, meeting the needs of the most demanding customers at all times.
- Identify ways to personalize the experience of every customer, whenever possible.
- View all contacts as a potential sales opportunity, taking the initiative to close sales.
- Work together with the US-based NET-A-PORTER Customer Care team to support each other at busy times and in demanding situations.
- Help customers to register online and process their orders.
- Provide customers with prompt assistance by emails or phone with any information they require or inquiries they have about an order or return.
- Take responsibility for resolving customer complaints as quickly as possible, using the escalation process where necessary.
- Always deal with the most difficult customers in a professional manner, aiming to turn negative situations into a positive outcome.
- Accurately log all contacts / communications with customers.
- Communicate company policy to customers as necessary.
- Ensure that the in-house processes and procedures are adhered to at all times.
- Liaise effectively with the UK-based Service Team to ensure the demands of our customers worldwide are being met.
- Work closely with other internal departments to ensure issues affecting customer orders or returns are resolved (Distribution, Shipping, Customer Finance, RTV and Returns, Retail).
- Support the Customer Finance team with the security check process to enable seamless shopping experience.
- To observe at all times client confidentiality and company policies for data protection and security.

---

## Essential Skills & Requirements

- Must demonstrate an appreciation and understanding of the importance of the Service Team 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.
- Demonstrate ability to trouble shoot as well as a pro-active approach to sales.
- Proven track record of building professional relationships, building a rapport with customers and dealing confidently with highly demanding clientele.
- Articulate, with exceptional writing skills (including a high standard of 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 working experience of using a contact management/CRM system 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 / Asian)

## Location

You will be based at our New York office in Long Island City, NY 11101.

## Hours

Your hours will be 37½ hours per week.

You may be required to work on evenings and weekends depending on your shift.

## To Apply

Please send us an updated resume and a cover letter explaining why you feel you are suited to the role. These should be emailed to

[usjobs@net-a-porter.com](mailto:usjobs@net-a-porter.com)

The interview process will include face to face interviews and practical tests.

NO AGENCIES PLEASE