NET-A-PORTER is an established global Internet retailer of cutting edge luxury fashion labels, relied upon for it’s 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 Personal Shopping Assistant to join the growing Personal Shopping team. Candidates must be able to demonstrate the capacity to work in a supportive manner, to suit the needs of the business. The role is primarily sales orientated, and will involve developing relationships with customers through replying to specific product queries, as well as managing waiting lists for most wanted items. Most importantly, you will provide exceptional service levels to ensure that our customers enjoy the best shopping experience, the latest trends and best designs – where ever they are!

“...the first etailer to hammer out pacts with Chloe, Pucci and Marni to sell their goods in cyberspace” WWD

---

Responsibilities

**Customer Relationship Management:**

- Monitor incoming orders to ensure personal awareness of customer shopping patterns of regular customers
- Develop one-to-one client relationships through regular communications, and refer to individual’s order/returns histories to enhance understanding of client base and develop profile
- Develop supporting relationship with Personal Shopping team clientbase and act as point of contact in absence of any of the Personal Shoppers
- To assist with Corporate Gifting orders when required or in the absence of Supervisor
- To support with organisation of all department seasonal mailouts to customers as required

**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.

**Maintenance of Product and Business awareness:**

- Work closely with Xtracker, Look Books and the Retail team to ensure maximum knowledge of forthcoming stock availability to for customer benefit
- Communicate any waiting list / customer request patterns to Managers in EOD email, as well as completing highlights and key points for weekly management report
- Record email stats on a daily basis so that business patterns can be recognised and acted on by management
• Maintain general level of market competitor awareness on and off line through reference to other websites and editorial, as well as seasonal comparative shop in London

Additional Responsibilities:

• Assist with and participate events and marketing / partnership events as required
• Ensure product arrival notification emails are sent, special orders processed and other team member’s workload is covered in their absence

Essential Skills & Requirements

• Previous experience as a senior sales assistant with client book / personal shopper for a luxury fashion brand essential.
• Extensive knowledge of the current trends and fashions within womens 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 – even those outside your day-to-day remit.
• Ideally you will be fluent in either French, Spanish, German or Arabic.

Location

You will be based at our Head office in Bayswater, London, W2 – however you will need to visit our Distribution Centre in London, SE7 from time to time.

Hours

Your hours will be 37.5 hours per week over 5 days, and may include one day at weekends.

To Apply

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

NO RECRUITMENT AGENCIES PLEASE