

Assistant Personal Shopper

Since launching in February 2011, MR PORTER has established itself as the world's leading, award winning online destination for men's style, with an unparalleled product offering from the best menswear and luxury brands, including categories that range from fine watches and lifestyle through to own labels Mr P. and Kingsman.

MR PORTER produces unmatched digital and printed content across its shoppable online magazine, The Journal, and its bi-monthly newspaper, The MR PORTER Post. In 2019, MR PORTER founded MR PORTER Health In Mind, a content and fundraising initiative in partnership with Movember, developed to raise awareness around men's mental and physical health.

We offer express worldwide shipping to more than 180 countries, including same-day delivery to New York, London and Milan, while providing a seamless shopping experience across mobile, tablet and desktop, with easy returns and multi-lingual customer care and personal-shopping teams who are available 24/7, 365 days a year.

MR PORTER are now seeking a talented Assistant Personal Shopper to join the team. The role is primarily sales orientated, and will involve creating lasting customer relationships with both new and existing customers. 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!

Some of the essentials for you to know are:

Location: Hong Kong Office

Department Size: 4

Reporting into: Assistant Personal Shopping Manager

Besides a competitive salary, we can offer you:

- Performance bonus schemes dependant on the type of role you are in
- Our famous staff discount along with exclusive staff sales
- MPF plus voluntary contribution from the company
- Multi-purpose insurance
- Rental Reimbursement Program
- Flexible working
- A chance to be part of a fun and caring team that support each other

Here is a breakdown of what you'll be doing:

Sales:

- Proactively assist personal shoppers to target and build personal relationships with high value customers in the APAC region
- Develop an understanding of your customers' fashion and lifestyle preferences
- Identify customers shopping spend and trends season on season, feedback to your seniors and follow up with the relevant strategy
- Ensure that sales leads are identified and prioritised in your daily workload

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- Maximising the use of the technology available to meet your sales targets

Customer Relationship:

- Optimise every opportunity to grow customer base and acquire new high value clients for your personal shoppers
- Follow through on all new customer leads, introducing the brand and engaging the customer with the service and benefits to turn a prospect into a shopper
- Demonstrate exemplary standards of customer service at all times and to all customers (internal and external), in line with brand and department standards

Teamwork:

- Work closely with the rest of the Global Personal Shopping team to manage customer expectations around waiting lists for high demand items and maximise sales closed on waiting lists
- Support your team members in their absence to ensure customer service is never compromised and sales are not lost
- Partner with the customer care team at the Distribution center to ensure VIP customers issues are resolved swiftly and satisfactorily

Customer Campaign:

- Participate in EIP customer and marketing / partnership events as required
- Together with your manager or personal shopper, entertain high profile customers and conduct one to one appointments

The type of person we are looking for:

- At least 1 year of experience in customer-facing roles, experience in customer service or fashion retail sales is not a must but an advantage
- Proficient in MS office, including MS Word, Excel, Power and Outlook
- Extensive knowledge and interest in the current trends and fashions
- Ability to work hard and play hard, as part of a growing team
- An eye for detail and good organisational skills is essential
- Be able to demonstrate excellent communication skills, and confident to network and build genuine relationships with customers
- You will need to be able to write and speak English and Mandarin fluently, demonstrating excellent keyboard and written skills, articulate with good spelling and grammar in all languages
- Feel comfortable to use English in daily work-related communication
- Numerate with strong computer literacy, particularly in excel and outlook
- Must have the confidence to contribute ideas to the working processes at MR PORTER – even those outside your day-to-day remit

From the moment you join the YOOX NET-A-PORTER GROUP we are committed to making your journey with us inspirational and evolutionary. If you are passionate, committed and thrive in a collaborative and fast-paced environment, then please share your full resume at hkrecruitment@net-a-porter.com.

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YOOX NET-A-PORTER GROUP is an equal opportunities employer, we encourage people with a diverse range of backgrounds to apply. We recognize and celebrate the benefits that diversity brings to our workplace, our business and our customers. We welcome and will consider all applications regardless of race and nationality, religion, color, sex, pregnancy or related medical conditions, parental status, sexual orientation, gender identity, gender expression, age, status as an individual with a disability, or any other legally protected characteristics.

If you require any reasonable adjustments to complete your application, please do not hesitate to advise us accordingly.