

# YOOX NET-A-PORTER GROUP

## Sales & Customer Care Consultant

Our global Operations team make it possible for us to offer 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.

We have 9 distributions centres and 11 Customer Care centres who work with in 11 different languages and are available 24/7, 365 days a year.

Operations are now seeking a talented Sales & Customer Care Consultant to join the Customer Care team. Some of the essentials for you to know are:

**Location:** Hong Kong

**Department Size:** 35 (Approx.)

**Reporting into:** Customer Care Assistant 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:**

- Be the first point of contact, you will consistently deliver an exceptional customer experience
- Address customer enquiries through a number of channels including phone, email, chat and social, working within brand guidelines
- Work proactively to efficiently resolve customer queries, identifying appropriate solutions accurately and positively, whilst anticipating future needs of the customer
- Confidently sell through service in offering styling advice to meet customer needs and effective questioning through positive engagement
- Act as the customer advocate within the business, escalating issues and providing customer feedback to the relevant commercial and operational teams
- Answer a wide variety of customer enquiries including; product enquiries, styling advice, returns or repairs, pricing questions, order delivery timescales and conveying a solution focused message to the customer at all times
- Liaise with internal departments such as operational and commercial teams to expedite issues that are raised by the customer
- Achieve and exceed productivity, KPI's and sales targets without comprising the delivery of exceptional customer service

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## The type of person we are looking for:

- Strong ability to communicate effectively in English, Mandarin and Cantonese
- A customer centric approach in all your work
- Demonstrable experience in providing exceptional customer service
- Worked in a customer care environment, preferably in the luxury retail sector
- A sales driven approach
- Background in ecommerce (preferably)
- Great commercial judgement and critical thinking
- A flexible attitude and are a keen problem solver
- Knowledge and enthusiasm for fashion
- Passion and desire to work proactively, offering an exceptional experience
- A high level of maturity, poise and finesse to work with luxury and exceptionally demanding clients
- Self-motivation, high energy level, with passion to take ownership, accountability and initiative in exceeding business, team and individual goals
- Ability to learn quickly and absorb extensive information on our brands and product offerings
- Technical agility in learning and using multiple applications and systems; ability to multi-task on a daily basis between systems
- Excellent written and verbal communication skills; including attention to detail and use of excellent spelling and grammar as well as the ability to build relationships with customers
- Flexibility and are available to work during hours of operation, including weekends and during busy periods there is an expectation to work additional shifts
- Ability to speak and write in native level English
- Good dose of common sense

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

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.