

LULU GUINNESS

Ecommerce & Customer Services Assistant Job Description

Lulu Guinness is a fast-paced and dynamic fashion brand, looking for an Ecommerce & Customer Services Assistant to work within their busy Ecommerce team.

The role requires someone with previous experience in online retail and Customer Services. Experience of using Content Management Systems as well as a can-do attitude are essential skills for the role.

Key Customer Services Responsibilities

- Responding to customers via email and telephone.
- Approving Customer RMAs and working with multiple back end systems to manage orders.
- Assisting the company's operational functions – stock management, orders and returns.
- Assisting with day to day reporting as well as analytical data.
- Support the Customer Experience Executive in improving and reviewing the CS and Faulty manual.
- Support the Customer Experience Executive with handling CS social media enquiries.
- Report CS issues/concerns to the Customer Experience Executive every week, including complaints, faulty returns, and issues with orders.

Key Ecommerce Responsibilities

- Assist with general website updates including seasonal uploads and new page builds.
- Support on implementing pricing and promotions during Sale periods and events as instructed by the Junior Ecommerce Manager.
- Assist with the creation, preparation and upload of all new products against a time critical schedule, including descriptions and photography.
- Attend product and marketing meetings to obtain advance notice of forthcoming lines and marketing activity.
- Support the ongoing website content and product maintenance, ensuring high standards are sustained throughout the lifecycle of all SKUs.
- Work closely with the Junior Ecommerce Manager to optimise onsite search tools in order to improve findability and customer-facing experiences.

Experience

- High calibre Customer Service experience essential.
- Excellent communication skills, including fluent verbal and written English.
- Experience working with a successful Ecommerce website – ideally in a multi-channel retail environment.
- An understanding of Content Management Systems, order management and fulfilment.
- Proficient knowledge of Windows packages (Word, Excel).
- Working knowledge of Photoshop is highly desirable.

The ideal candidate

- Degree qualified.
- Must be detail-orientated, deadline driven, and able to multi-task with solid organisational skills.
- Ability to work under pressure and adapt to a constantly evolving work environment, as well as showing initiative.
- A team player.
- Positive, polite and patient disposition, especially when dealing with customers.

Benefits

- Handbag and accessories allowance
- Private healthcare
- 25 days holiday

Does this sound like the perfect opportunity for you? Apply by sending your CV and cover letter to info@luluguinness.com, please state Ecomm & CS Assistant in the subject header. Please also include your salary expectations and notice period.