

LULU GUINNESS

Customer Care Assistant

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

The role requires someone with previous experience in online retail and Customer Services. Experience of using online order systems as well as a can-do attitude are essential skills for the role. The ideal candidate will be customer focused, a good communicator, and someone who takes pride in their work, to ultimately offer customers an unrivalled shopping experience.

Key Responsibilities:

- Responding to customers via email and telephone at Head Office
- Processing refunds for customer returns
- Assist with day-to-day reporting as well as analytical data
- Working with multiple back end systems to manage orders
- Assisting with company's operational functions: stock management, orders and returns
- Maintaining current product knowledge of all product lines
- Support the Ecommerce & Customer Services Assistant with handling Customer Services Social Media enquiries.
- Report issues/concerns to the Ecommerce & Customer Services Assistant every week, including complaints, faulty returns, and issues with orders

Experience:

- Experience working with a successful Ecommerce website – ideally in a multi-channel retail environment
- Customer Service experience essential
- Excellent communication skills
- An understanding of CMS, order management systems, and fulfilment

Professional Qualifications:

- A-Levels or equivalent qualification (or currently obtaining A-Levels / equivalent qualification)
- Proficient knowledge of Windows packages (Word, Excel).

Language Skills:

- Fluent spoken and written English

Person Specification:

- Positive, polite and patient disposition, especially when dealing with customers

- Confidence when working with a wide range of people
- Strong written and verbal communication skills
- 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