



OLIVIA · BURTON
LONDON

Customer Care Assistant

About the Role

You will be the primary point for all customer enquiries and SAV/returns for ecommerce & end consumer business. You will be required to liaise with our end consumers via email, live chat, social media and telephone handling any queries effectively and ensuring all escalated queries are dealt with immediately. You will be expected to deliver a premium level of service that exceeds customer expectations and brand integrity.

Main Responsibilities

End Consumer Support & Relationships

- Respond in a professional and timely manner to all end consumer requests received via email, live chat, social media and phone to ensure closure. All emails must be responded to within 48hrs, and you will be managing this across multiple in-boxes for all brands.
- Issuing refunds where applicable to end consumers for ecommerce transactions for all websites.
- Relationship building with Customer Operations, 3PL, Finance, Production, Marketing and Digital Marketing and other internal teams
- Knowledge of all eCommerce and SAP processes to carry out the day-to-day requirements of OTC for all brands.
- Brand knowledge of all past, current and future styles as you will be expected to have this knowledge to communicate and advise end consumers for all brands.
- Full and detailed knowledge of all UK Stockists for all brands.
- Liaise with our 3PL on any delivery issues, returns or address changes to ensure all deliveries are right first time for all brands.
- Cover all required business hours to support our ecommerce business for all websites.

SAV

- Working with our UK repairs centres ensuring that the repairs process is managed smoothly, and that after-sales is aligned. You will work directly with the repairs centres to ensure that their needs are met – this will involve assisting with ordering additional replacement watches/spare parts. You will also ensure customers are directed to their local authorised centre directly where applicable for all brands.
- Processing some strap, links, charm replacements and logging them on the system. Raising invoices for the same ensuring these are handled in a timely manner for Olivia Burton only.
- SAV for Olivia Burton and other Licensed Brands jewellery, reviewing the issue and creating replacement orders or credits where necessary.

Finance & Compliance

- Handling any fraudulent orders/PayPal disputes in an effective and timely manner ensuring that they are resolved without any detriment to the company for all websites.
- Support the Finance team to co-ordinate consignment reconciliation exercises and other ad-hoc reconciliations for invoice disputes for ecommerce and repair credits for all websites and brands.
- Operate within the bounds of the company's SOX compliance business controls.



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- Resolve or escalate delivery discrepancies raised by end consumers to ensure timely and accurate resolution for all websites.

Skills/Attributes Required

- Previous experience of a minimum of 2 years, working with in a customer care team within an office environment
- Exceptional customer care and operational skills with the ability to demonstrate attentiveness, empathy and patience.
- Strong communication skills, both written and verbal with the ability to build relationships internally and externally.
- Demonstrates the ability to organise and prioritise utilising time management skills whilst ensuring attention to detail.
- An energetic and proactive team player who is adaptable, can work autonomously and is focused on delivering results.
- Willing to work extra hours, if needed, over busy periods and be prepared to work weekends and bank holidays if required)
- Web & Social Media Savvy
- Has a consistently positive attitude to Movado Group, it's products and people, leading to the delivery of an excellent customer experience in line with Movado Group Brands ambitions.
- IT skills - Good knowledge of Microsoft office (excel, word and outlook), knowledge of SAP desirable.
- Experience and/or awareness of working across international cultures.

In return, this company will offer the successful candidate:

- Competitive Salary
- Based in superb office in Central London
- Hybrid Working Model (3 Days Office / 2 Day Home)
- Private Medical insurance
- Life Insurance
- Income protection cover
- Pension scheme