



## Client Service Advisor

The resource will play a key role in developing and providing a personalized best-in-class service for clients, understanding the needs of Moncler clients.

### Responsibilities

- Provide assistance to our clients by replying to product, after-sales, Corporate, e-commerce enquiries through emails, phone calls, instant messaging and live chat in a timely and professional manner demonstrating luxury through service
- Accurately track client details and requests using CRM systems
- Understand Moncler clients' needs, experiences and interests in order to improve the client experience
- Serve as 'Voice of the Customer' across the company and ensure processes, communication, tools are constantly reviewed to meet customers' expectations
- Engage in e-commerce sales with ability of cross/upselling through Omnichannel services
- Handle ecommerce-related client support issue like missing items in packages, delayed shipments
- Monitor orders using system reports and communicate progress
- Cooperate work with relevant internal and external teams

### Role Competencies

- Good level of both written and spoken English
- Minimum 2 years' experience in sales or service-oriented role (Customer Service, Store Assistant) in the luxury industry
- Natural flair for dealing with people, empathy and intuition
- Action-oriented and drive for results, excellent team player
- Proficient with the use of IT systems, both customer service ticketing systems and CRM and windows packages
- Be really passionate about the fashion industry
- Previous international experiences both in professional and non-professional contexts are considered a plus