

# ORLEBAR BROWN

<b>JOB TITLE</b>	Customer Services Advisor
<b>REPORTS TO</b>	Customer Services Manager
<b>DEPARTMENT</b>	E-Commerce
<b>BASED</b>	London, United Kingdom
<b>HOURS</b>	40 hours a week, covering shifts: Monday to Friday 8am – 11pm Saturday & Sunday 9am – 6pm

## COMPANY PROFILE

Orlebar Brown launched in March 2007 as a more tailored approach to men's beach and swim shorts. Based on the traditional pattern of a tailored pair of trousers for men, and with their distinctive side fasteners, they are not just a swim short; they are the original and best shorts you can swim in.

In 2010 we took Orlebar Brown off the beach, out of the pool and into the resort with a range of tees, polos and shirts, and have since then developed the product into a full lifestyle offer including shorts, trousers, sweats, outerwear, knitwear, footwear and accessories.

The brand has rapidly gained global recognition and is sold through multiple channels. Web is the largest channel, delivering to customers globally through [www.orlebarbrown.com](http://www.orlebarbrown.com). The first Orlebar Brown store opened in London in 2011, and there are now nine stores in the UK, eight stores in the US, and four in France, alongside stores managed by franchisees in Australia, Dubai, Greece and Kuwait. The brand is sold in the world's best Menswear retailers including Selfridges, Harrods, Mr Porter, Le Bon Marche, Saks 5th Avenue and Holt Renfrew amongst others, as well as through key trend and regional independent menswear stores.

In 2018 Orlebar Brown was acquired by Chanel, with a plan to continue the brand's growth and development internationally and across channels.

## THE POSITION

The role of Customer Service Advisor is essential in providing a World Class shopping and service experience to all our customers.

Orlebar Brown and the Customer Service team are renowned for their standards of service, and as a voice of the brand you will be responsible for maintaining this high standard. The Customer Services Advisor will report to the Customer Services Manager and will work with the team in London to ensure accurate, on time and safe delivery of all orders as well as driving sales and answering customer enquiries via phone, email, live chat and WhatsApp.

It is vital that we not only ensure that all orders are delivered promptly and correctly, but that we make customer satisfaction a priority and be passionate about service delivery.

Furthermore, initiative is crucial for pro-active contact so to build relationships and encourage sales.

## GENERAL RESPONSIBILITIES

Customer Service:

- Providing excellent customer service is a pivotal part of this role. You will place orders, process exchanges and refunds, whilst answering any questions all in a prompt, courteous and efficient manner.
- You will communicate with customers via the phone, email, live chat, WhatsApp Yotpo and social media.

- Monitor the order lifecycle of customer orders. Communicate with our customers of any stock, payment, delivery queries. Work with our warehouses and carriers to ensure that the customer has the best delivery experience.
- Monitor and respond to all feedback and communicate with customers as required. Use feedback to promote and share customer trends with the management team and business colleagues.
- Work with colleagues within e-commerce and retail in the management of all customer online shopping journeys. Ensure imagery, descriptions, FAQ's and communications are correct.

#### Clientelling:

- Establishing long-term relationships with key customers based on data about their preferences, behaviours and purchases.
- Provide product recommendations and try-on services where and when required via email, phone, SMS and WhatsApp.
- Take part in any new sales initiatives to drive customer engagement and sales opportunities.

#### Systems Knowledge:

- Use Zendesk to respond to customers in an efficient and timely manner and work towards all SLA's and KPI's.
- Work with multiple order management systems to update customer details; process orders; monitor stock levels and movement; handle exchanges and refunds.

### EXPERIENCE

- Proven track record of working effectively and efficiently within a busy retail or e-commerce environment.
- Experience with an online luxury retailer would be beneficial. Background working on the shop floor, Personal shopping or direct sales.
- Good administrative and numeracy skills. Previous experience with contact centre software (Zendesk, Salesforce, Order Management systems) is desirable.

### CANDIDATE PROFILE

- Bi-lingual candidate. Fluent in French and English (written and spoken). An appreciation and understanding of grammar and punctuation rules are paramount.
- A passion for building customer relationships and delivering exceptional service experiences at every touchpoint.
- Professional and confident with a great telephone manner.
- Sharp attention to detail with a systematic and logical approach to work.
- Highly motivated with a disciplined approach to problem-solving.
- Someone who enjoys getting real satisfaction from their job and giving their full effort.

### WHAT WE OFFER

- Join a diverse working environment of people whom we learn from every day.
- The chance to train and develop your skills in a fun and fast working environment.
- Competitive benefits package – 33 days holiday (inclusive of 8 bank holidays), great discount on our products, company pension scheme, Bupa healthcare package and Ride to Work scheme.

It's never just a job at Orlebar Brown. It's a way of life. We live and breathe our brand values – Tailored, Vibrant and Brave. Our team define who we are and how we get the job done. We believe each role is as unique as the person who does it.

To apply, please email your CV to [jobs@orlebarbrown.com](mailto:jobs@orlebarbrown.com), with the job title as the subject of the email.

Direct applicants only. Recruitment agencies – thanks for reading, but we've got this one covered!