



JOB TITLE	Customer Services Manager
REPORTS TO	Head of Customer Services
DEPARTMENT	Customer Services
BASED	London W1T 3EY, United Kingdom
ROLE TYPE	Full-time, hybrid working model
SALARY	Competitive
HOURS	40 hours a week

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.

Today, our collections are built into broader lifestyles imagined around Beach, Resort, Coast and Sport. We have multiple product releases, including capsules, new categories, and services, over the calendar year to maintain excitement, and interest for our customers.

Since 2007, we have built the brand to achieve our stated purpose which is - to encourage, excite and inspire everyone to 'Holiday Better'. This is our purpose and why we get out of bed every morning.

The brand has rapidly gained global recognition and is sold through online, more than 30 O.B stores, and the best retailers and hoteliers in the world. Our customer is truly international, so whether they are in St Barth's for Christmas with family, Miami for a wild Spring break, a conference in Dubai with a few days off, tacking a boat off the coast of St Tropez, volunteering to replant mangrove plantations in Puerto Rico, walking along a cliff top in Cornwall, or diving off one into a beautiful blue ocean then O.B should be there to help you do it better.

Our business is built on relationships with those customers, and we strive to maintain our relationship with them, wherever they might be, and provide world class service, when and where they want. It is also built on finding new customers to the brand by welcoming them to join the ever-growing O.B community.

THE POSITION

The Customer Services Manager is responsible for owning and improving all the service levels provided to all OB customers. Responsible for ten direct reports across London and Sydney Australia. The Customer Services Manager is accountable for the following areas:

- Management of the day-to-day Customer Services function. Ensure all customer touch points including Phone, email, Live Chat, WhatsApp, social media, Yotpo and Clientelling are sufficiently resourced through rota building and resource planning.
- Line manage the Customer Services Advisors. Conduct regular 1-2-1's, Appraisals and manage team performance against department KPI's and SLA's. Continuously deliver training to all team members to ensure consistency and accuracy to maintain our high standards of service.
- Assist with the recruitment of all new recruits including any seasonal support staff. Responsible for the training and onboarding of all new team members across service, product, and systems knowledge.

- Work with key stakeholders predominately eCommerce, retail, and warehouses team to drive improvement and consistency across shopping, service, and delivery experiences.
- Drive the department sales targets via phone, email, Live Chat and clientelling. Design and deliver team initiatives to improve performance and celebrate success.
- Manage the concierge program as a proactive means to reach out to customers and provide them with a more personal service. Build relationships with the best OB customers and develop ways to engage with new customers.
- Recommend, initiate, and manage projects to surprise and delight all customers. Evaluate customer feedback and implement recommendations for continuous improvement.
- Champion the needs of the customer across the business. Regularly test the engagement journeys and benchmark our service propositions against retail markets in line with new technical advancements.
- Manage all customer facing policies and guidelines, including returns and T&C's and FAQ's.
- Act as an escalation point for all customer complaints where required.
- Deputize for the Head of Customer Services in any meetings where appropriate and assist with initiatives and projects on Service strategy.

CANDIDATE PROFILE

The ideal candidate will have/be:

- Strong experience in a customer services and sales environment, ideally for a luxury eCommerce brand.
- A good people manager, with proven experience in managing a Customer Services Team in a previous role.
- Highly personable, and able to build strong relationships with customers, partners, and internal colleagues.
- Flexible and resourceful, and happy to solve problems as they arise in a growing business.
- Experience in both inbound and outbound customer services, building customer loyalty within a Retail environment.

WHAT WE OFFER

- Join a diverse working environment of people who 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 public holidays), amazing discount on our products and other brands within the group, flexible working hours, company pension scheme, private healthcare package and cycle 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.

To apply, please contact jobs@orlebarbrown.com with a copy of your CV.

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