

Example of Customer Care Consultant Job Description

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Our company is looking to fill the role of customer care consultant. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for customer care consultant

- Capitalize on these Customer Stories to create lasting relationships with your customers – encouraging repeat shopping behavior wherever possible
- Proactively reach out to new and potential customers to generate sales opportunities
- Take a proactive approach, anticipating and preventing any barriers to a totally seamless customer experience
- Take responsibility for resolving customer complaints as quickly as possible, using the escalation process where necessary and follow up as needed, crucially you are responsible for ensuring that any challenging situation is turned into a positive experience for your customer
- Act as a Buddy and Mentor to new members of the team
- Use all CRM systems confidently and accurately to record customer and order details ensuring smooth team communication and resolution of cases
- Responsible for ensuring that all the in-house processes and procedures are accurately adhered to at all times
- Facilitate communications between internal departments on issues, highlighting problems and composing solutions
- Work with the Shipping department to resolve issues raised by customers with regard to either orders or returns
- Assisting the Finance Department with customers on security checks (calls or emails) and any accounting enquiries and flag accounting issues raised by customers

- Demonstrated people management skills, with a strong ability to lead and motivate a team, including staff development
- Deep understanding of the luxury customer, their needs and expectations
- Previous sales and customer service experience, gained in a luxury environment (luxury fashion, department store, high-end travel and leisure, HNWI financial services)
- You will be dealing with customers in Portuguese and English so you will need to be fluent in both
- You must demonstrate an affinity with the luxury consumer, and a deep understanding of branded luxury fashion
- You will thrive in a fast paced, challenging environment