

Omnichannel Client Service Advisor

Company Overview

Moncler Group is a leading retail company dedicated to delivering exceptional products and services to our clients. With a commitment to innovation, quality, and client satisfaction, we have established ourselves as a trusted brand in the retail industry.

Position Overview

As the Client Service Advisor of Moncler Group Korea, you will play a key role in providing a personalized best-in-class service for clients with a particular focus on Moncler. You will represent the brand and engage with clients via phone, email, and chat, ensuring the delivery of an exceptional client experiences.

Role and Responsibility

- Provide assistance to our clients by replying to product, after-sales, Corporate, e-commerce inquiries 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

- Strong interpersonal skills with a natural ability to connect with people and demonstrate empathy
- Results-oriented mindset with a focus on achieving goals and collaborating effectively within a team
- Excellent organizational skills to manage concurrent short-term and long-term projects effectively
- Customer-centric approach with exceptional verbal and written communication skill
- Genuine passion for the fashion industry

Other Requirements

- Minimum a year of experience in a sales or service-oriented role (Customer Service, Store Assistant) in the luxury industry
- Proficiency in both written and spoken English
- Familiarity with customer service ticketing systems, CRM systems, and Microsoft Windows packages
- Previous international experiences both in professional and non-professional contexts are considered a plus

Benefits

- Opportunities for professional development and career advancement
- Dynamic and collaborative work environment
- Meaningful contribution to the success and growth of a leading retail company

Reporting Line

Direct reporting to Omnichannel Senior Client Service & After Sales Manager of Moncler Group Korea