

Turkey Jobs Expertini®

Care & Repair Advisor

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Company: CHANEL

Location: İstanbul

Category: other-general

AS AN AMBASSADOR of the CHANEL's PROMISE OF EXCELLENCE, YOU ENSURE THE MANAGEMENT AND THE FOLLOW UP OF THE AFTER-SALES SERVICE ESTABLISHING A DEEP CLIENT LOYALTY TO THE HOUSE

The position is based in the İstanbul İstinye Park Boutique.

Missions

Clientele contact : You welcome and accompany the client throughout the whole after-sales process in accordance with the Chanel&Moi philosophy making sure to follow the Chanel client experience guidelines to assure an ultimate after-sales ceremony. You strive to always keep your client well informed about diagnosis, repair time, repair cost. You embody the Care & Repair expertise by applying dedicated procedures (warranty, exchanges, credit note, counterfeiting) to turn the client's dissatisfaction into a positive experience and strengthen the client's loyalty to the house.

Repair administrative management: You record repairs in the internal software, following-up and updating the status throughout the repair process. You ensure clients needs are reflected in communication with all interlocutors (GASD, LASD, External workshops). You proactively anticipate and take action to avoid dissatisfying clients situation. You manage all deliveries, shipments and receiving of products in compliance with internal rules.

Quick repair & care service: You improve client experience by offering basic quick repairs (timeless clasp & chain, 2.55 chain, Earring studs, Eyewear frame), and care services (LG Styler, coco crush shining, watch sizing). You make sure to have proper tools and spare-

parts stock by managing dedicated orders. You liaise with the alteration workshop on repairs related to Ready To Wear.

Quality management: You follow-up quality alerts with the stock and take actions to manage the after-sales service of defective products.

Boutique's team care & repair engagement you embody and spread the Chanel & Moi values and transmit after-sales ceremony philosophy by training your colleagues from the sales teams, by dispensing regular morning briefs, by representing the boutique on aftersales meetings, and liaising all after-sales and quality topics between boutiques and Fashion Europe management. You make sure to get regularly trained : learn both independently and within the team, across all formats, to develop and enhance expertise.

Profile

Client and service-oriented, previous experience in the Retail or hospitality industry (luxury hotels) would be greatly appreciated. Soft skills above all:

You have a keen sense of customer service, excellent interpersonal skills and an ability to deal with situations intelligently

You have strong product and craftsmanship sensibility and high interest in fashion

You are proactive, organized, rigorous with a good management of priorities

You are able to find solutions quickly

You like to work in a team

Fluent english

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