

IRENE FORTE

NATURA E SCIENZA

IRENE FORTE SKINCARE CUSTOMER SERVICE & FULFILLMENT COORDINATOR

We are looking for a bright and dynamic individual who wants to work in an energetic start-up environment, and is looking to grow within it. We are after someone who is passionate about delivering service excellence. This also means being highly organized and efficient, a strong problem-solver and an excellent communicator, with outstanding verbal and written English.

POSITION OVERVIEW

This role includes, but is not limited to:

D2C & Customer Service

- Deliver outstanding customer service that sets us apart from our competitors
- Manage customer service email and D2C live chat, following customer service protocols
- Ensure all D2C orders are shipped on time and in full
- Manage any D2C order issues as and when they arise
- Regularly suggest improvements to service protocols

Wholesale Accounts

- Process account orders globally
- Ensure all orders are shipped to accounts on time and in full
- Accurately prepare invoices for account orders globally
- Ensure internal tracking system is kept up-to-date to monitor orders
- Raise credit notes and manage stock returns from retailers

Logistics & Supply Chain

- Work closely with 3PLs (UK, EU & US) to ensure a smooth operation
- Ensure 3PLs meet retailer shipping and labeling requirements to ensure no chargebacks
- Ensure 3PLs prepare all necessary documentation for deliveries
- Report and investigate shipping damages, and ensure we receive credit notes where appropriate

Other

- Keep abreast of all areas of the Irene Forte Skincare business
- Keep abreast of newest trends and innovations in this industry
- Support the wider team in the effective running of Irene Forte Skincare
- Tackle challenging business-critical problems, develop creative solutions, and collaborate with partners and colleagues on execution
- Ensure business practices are as sustainable as possible

REQUIREMENTS

- A passion for delivering first class customer service
- Strong problem-solver who isn't afraid to work across team to find solutions for customers
- Good communication skills, both verbal and written
- Consistently and effectively performs in a timely manner to the standard expected
- Maintains high personal and professional standards

- Understands how own role contributes to achieving company goals
- Able to work flexible hours when required

IMPORTANT INFORMATION

- Remote position
- Working hours: Monday to Friday, 9am to 5.00pm ET

BENEFITS

- Employee-focused work culture
- Training/ courses relevant to role
- 70% discount on all Irene Forte products on the eCommerce platform, and box of welcome products upon starting

HOW TO APPLY

- Send CV and cover letter to: info@ireneforteskinicare.com

ABOUT IRENE FORTE SKINCARE

In a few years, Irene Forte Skincare has expanded into over 100 doors globally, including Bluemercury, Nordstrom, Liberty, Amazon Luxury Stores, Bergdorf Goodman, Bon Marché, Saks Fifth Avenue, Neiman Marcus, and Ludwig Beck. It also has a number of spa partners, including four Irene Forte branded spas.

The proprietary Irene Forte Skincare range achieves outstanding results with natural ingredients in formulations shaped by 35 years of skincare research and development. Based on the research of her Scientific Director Dr. Francesca Ferri- a pioneer in the medical use of plant extracts to treat skin conditions- Irene has introduced novel ingredients in products which have shown profound results in independent clinical and user trials. Irene Forte Skincare products are suitable for all skin types and have even been clinically approved for sensitive skin. The core ingredients are harvested at the brand's Organic Farm in Sicily, and alongside these, Irene Forte Skincare has integrated zero-waste upcycled ingredients, made from nutrient-rich plant-based leftovers. Irene's insistence on plant-based sources means all the ingredients are certified vegan. Irene Forte's approach is distinguished by her high ethical standards. In recognition of those standards, Irene Forte Skincare has already achieved B-Corp status and has been awarded the Butterfly Mark by Positive Luxury for sustainable excellence.

The business is growing quickly and fast becoming a serious and recognized market player. In 2023, it received Series A funding from Elevate Beauty, a platform formed in partnership with L Catterton, the world's largest consumer-focused fund, to fuel the next stage of growth and global expansion.