



HOLLAND COOPER
BRITISH MADE EXCELLENCE

JOB DESCRIPTION

JOB TITLE:	Customer Care Liason & Sales
DEPARTMENT:	Head Office
REPORTS TO:	Commercial Director
ROLE TYPE:	Full- Time
LOCATION:	Moreton In Marsh, Gloucestershire
SALARY:	Competitive

COMPANY PROFILE

Holland Cooper is a brand so synonymous with British luxury it's recognised instantly in its use of the most superior Scottish woven tweed and wool combined with the finest suede and leather offering luxury tailoring for both men and women.

Established in 2008 designer Jade Holland Cooper saw a gap in the market for contemporary tweed wear, and armed with a wealth of design experience, infused with her passion for outdoor pursuits ensnared and consequently monopolised this market sector.

The offering is collectively outerwear and accessories with signature pieces including the bestselling Holland Cooper Tweed Cape. These sit congenially alongside a collection of superbly crafted wraps, jackets, coats, skirts gilets, hats and scarves.

Each tweed piece is hand cut and made wholly in Great Britain. Wools are spun from their raw state into yarns with up to 7 different colour wools and expertly woven into magnificent tweeds in mills that have been running more than 200 years.

We are looking for another strong team player to join us on our journey in establishing Holland Cooper as an international premium brand.

THE ROLE

Through your passion for the Holland Cooper brand and product and your specialist, expert, product knowledge you will provide a personalised sensational experience for our global customers.

GENERAL RESPONSIBILITIES

- Delivering World Class, Luxury Customer Service:
- As the Customer Service Consultant you are the human face of the digital Holland Cooper customer experience, connecting across the business to fulfil every customer need.
- You will be as helpful as possible by taking ownership of each customer journey, resolving cases through accurate, appropriate and personalised solutions that enhance brand loyalty.

8 COTSWOLD BUSINESS VILLAGE, LONDON ROAD, MORETON IN MARSH, GL56 0JQ
TELEPHONE +44 (0)1608 657 858 | EMAIL SALES@HOLLANDCOOPER.COM | HOLLANDCOOPER.COM

REGISTERED COMPANY NO. 7614322 | VAT NO. 944729195



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- By demonstrating passion for the brand and expert product knowledge you will encourage customers to personally experience the style, look and quality of Holland Cooper products.
- You will use your empathy and intuition to anticipate and understand customers' needs, persevering to resolve service or product related issues with specialist after-sales knowledge
- You will be an enthusiastic advocate for the brand, using your knowledge to cultivate relationships that enhance brand loyalty and actively contribute to increased sales revenue
- You will be an expert in dealing with customers via phone, live chat and email dialogue, this will include direct contact from customers, calls for flagship stores, and internal colleagues.
- You will contribute towards the efficient running of the customer service department and play a key role in achieving the contact centre service level targets.
- Using a range of systems and digital tools, you will ensure that the relevant administration is completed and distributed appropriately, in line with the departmental ways of working
- Accurately record customer details using computer based and paper based systems where necessary.
- You will ensure to operate in accordance with Holland Cooper's approved policies and processes, and in line with Company procedures to minimise loss.
- Carry out any additional duties as directed by the management team.

CANDIDATE PROFILE / SKILLS & EXPERIENCE

- Demonstrable experience in front line customer service role, ideally within Contact Centre environment.
- Passionate about delivering a sensational customer experience.
- Able to work collaboratively.
- Excellent verbal and written communication skills.
- Strong problem solving capability.
- Team player.
- Robust and confident.
- Organised and able to multi task.
- Be available to work flexible shifts.
- Demonstrates initiative through proactive approach.
- Demonstrates a positive attitude

WHAT WE OFFER

- Join a diverse work environment with people you can learn from every day.
- Opportunity to train and develop your skills in a fun fast paced working environment.

Holland Cooper is a fun fast paced emerging fashion brand. We like to take great talent and develop them in our brand values and ethos. Our team defines the brand. With our brands growth and movement into new markets candidates have a scope to grow with the company.

Holland Cooper offers exceptional working conditions, if you are in the fashion sector, ambitious and lateral we would like to hear from you.

Please send your CV and covering letter to careers@hollandcooper.com

Direct Applicants only

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