

Customer Relationship Manager

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Company: C&C Search

Location: London

Category: other-general

Job description

C&C Search is currently recruiting a Customer Relationship Manager to join a growing luxury brand based in Shepherds Bush. They are a fantastic, highly dynamic start up organisation creating a real name for themselves in their market.

All about the role and company I would be working for!

PositionCustomer Relationship Manager

Salary£35 000 - £40 000

Hybrid set up: 5 days in the office, or could accommodate 4 days in and 1 day working from home

What they do: Luxuries brand

Size of company:Small

Company culture and what makes them great to work for:They are a really exciting luxury brand, only established for two years, they're growing quickly and creating an outstanding name for themselves in their market. They're very creative, dedicated, sociable, and fun. A brilliant small business with a real buzz of success about them.

Key responsibilities for this Customer Relationship Manager position:

Responding to comments and enquiries across all communication and media platforms

Building strong relationships with VIP clients

Proactive reach outs to established clientele

Customer after care, supporting them through every step of the customer journey

Collating feedback

What background and experience are the company looking for?

Ideally, the company are seeking a candidate with previous Client Relationships experience within a similar Luxury or Creative market. Ideally the successful candidate will need to be client centric, understand good customer service delivery, have worked with social media and CRM platforms and have supported VIP clients in a previous role.

Who is taking care of the client and candidate applications for this position?

Sophie Dove, lover of CrossFit, Gin, Dogs and Horses

For this role C&C Search is acting as an employment agency.

At C&C Search, diversity, equity and inclusion are at the core of who we are and how we operate. Our commitment to these values is unwavering - across all our work in recruitment, and in our training and development programmes. C&C Search fosters a culture of inclusion and belonging and has a deep commitment to being a part of creating a fairer society through partnering with clients who are also committed to a seat at the table for everybody.

We work with companies that are committed to reflecting our communities, where people can bring their authentic selves to work. We know that having varied perspectives helps generate better ideas, better businesses and better societies. There is much to be done, but together we can achieve equality for all

C&C Search is acting as an Employment Agency in relation to this vacancy.

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