

Customer Service Manager

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Company: Luca Faloni

Location: London Area

Category: other-general

About Us At Luca Faloni, we embody the essence of Italian luxury, offering meticulously crafted essentials that epitomise sophistication and timeless elegance. We are dedicated to providing our customers with not just products, but extraordinary experiences that reflect the heart of Italian craftsmanship.

Job Overview We are excited to welcome a dynamic and strategic Customer Service Manager to our team. In this pivotal role, you will spearhead the development and implementation of our customer relationship management strategies. Collaborating closely with cross-functional teams, you will be instrumental in driving customer engagement, loyalty, and retention. Your expertise will directly contribute to elevating our brand's reputation and fostering lasting relationships with our valued customers.

Key Responsibilities Lead and mentor the CS team, providing guidance and fostering a culture of excellence. Develop and execute comprehensive CRM strategies that align with our brand values and business objectives. Utilise customer data to segment audiences, personalise interactions, and contribute to the creation of targeted marketing campaigns. Collaborate cross-functionally with marketing, sales, and other business functions to ensure seamless execution of CRM initiatives. Analyse customer behaviors and trends to identify opportunities for enhancing customer experiences. Oversee the management of customer databases, ensuring data accuracy and compliance with regulations. Measure and report on the effectiveness of CRM campaigns, providing actionable insights for continuous improvement. Drive innovation by staying informed about industry trends and emerging CRM technologies.

Qualifications Bachelor's degree in Marketing, Business, or related field. Master's degree is a plus. Proven experience in CRM, preferably

within the luxury or fashion industry. Proficiency in CRM software and tools. Strong analytical skills with the ability to interpret complex data sets. Exceptional leadership skills and the ability to motivate and inspire a team. Excellent communication and collaboration abilities. Strategic thinker with a creative approach to problem-solving. Passion for luxury products and a deep appreciation for Italian craftsmanship. Benefits Competitive salary and performance-based bonuses. Employee discounts on Luca Faloni products. Professional growth and development opportunities. If you are a results-oriented professional with a passion for luxury products and a track record of strategic leadership, we invite you to join us at Luca Faloni. Make a significant impact on our brand's journey by shaping exceptional customer experiences through innovative CRM strategies! We are an equal opportunities employer. We are committed to equality of opportunity and to following practices which are free from discrimination. Please, inform us confidentially if you may require any special accommodation or clarification concerning our recruitment process. We deal with recruitment directly so if you are a recruitment agent please do not contact us, we do not require recruitment services and we apply no exception to this rule. Due to the high volume of applications received, only candidates selected for an interview will be contacted. We appreciate your understanding and thank all applicants for their interest in joining the Luca Faloni team.

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