

Customer Care Representative (French Speaking)

An exciting entry level opportunity for an engaging customer service focused French or Italian speaker, with outstanding organisational skills and an eye for detail, looking to develop their career with an entrepreneurial and innovative B2B Fintech business positioned at the centre of the global fine wine trade.

Location: Borough, London

Hybrid working – minimum 4 days a week in office

Competitive salary dependent on experience. Company performance-related bonus, healthcare insurance & wellbeing benefits.

About Liv-ex

Liv-ex is the global marketplace for the wine trade, with over 620 members worldwide. We offer B2B services that span trading, data, logistics and technology to a diverse group of wine businesses – from ambitious start-ups to established merchants.

Our goal is to make fine wine trading more transparent, efficient, and safe for the benefit of our members and the market as a whole. We are hard-working, committed and action oriented. Founded in 2000, Liv-ex has grown to serve a growing number of merchant members with a broadening range of services. We help clients and other stakeholders to better understand the fine wine market and identify opportunities to profit.

Summary Purpose

Liv-ex are looking for a confident and driven Customer Care Representative to contribute to the achievement of the Company's business objectives by handling post-trade customer service for Liv-ex members.

Responsibilities:

Will include, but are not limited to:

- Dedicated post trade contact to a select group of members
- Support the Sales team in delivering growth and a positive customer experience
- Work closely with selected trading members to minimise and solve trade issues and ensure trades are delivered on time
- Request and record feedback for late trades keeping buyers informed
- Resolve customers logistics problems & answer member queries
- Resolve customs paperwork issues & educate members on customs requirements including raising charges for non-compliance
- Identify and report trends in customers' feedback and opportunities for process improvements
- Produce internal and external documents, reports and analysis when required
- Support the Operations Manager in implementing process changes and setting action plans to improve supplier performance

Requirements:

ESSENTIAL:

- Strong written and verbal communication skills in English and either French or Italian
- A customer centric mindset -the ability to engage customers and build trusted relationships quickly as well as delivering the highest quality service
- Good problem-solving skills. Able to use your initiative and develop workable solutions to help resolve customer issues
- Strong organisational skills. Process oriented and with an outstanding eye for the detail. Able to multitask effectively and get things done
- A good team player willing to help others out when required
- A good level of intellect and adopts a common sense approach.
- Takes ownership and is wholly accountable for high quality output

DESIRABLE

- Understanding of customs paperwork and requirements
- Knowledge and understanding of the fine wine market

To apply, please send a copy of your CV with a cover letter to outline why you are interested in this opportunity to our HR team at clientresourcing@strattonhr.co.uk.