



Partner Services - Porto

Have you been searching for a great professional development opportunity, working within a fast-paced environment in the global fashion field? We are looking for **Partner Services** to join the team.

We offer successful candidates not only a dynamic, fun, challenging and multicultural workplace, but also conditions in accordance with experience level.

This role will be based in our Portuguese office, but will require a degree of travel to other countries.

The Company

Farfetch is an innovative e-commerce company that brings the world's best fashion boutiques to an international audience. Launched in October 2008, Farfetch.com is growing rapidly and is present in the UK (head-office), Portugal, US and Brazil, and partnerships with boutiques from over 15 countries. Its unique combination of marketplace business model and high-end fashion experience positions it for high growth in the large and growing online luxury fashion market.

The Role

This role is responsible for ensuring the highest level of service is given to and obtained from our European boutique partnerships across UK, France, Benelux, Spain, Italy, Eastern Europe and Scandinavia.

You will manage the core daily communication with our boutiques across commercial, operational and service requirements, ensuring excellent performance from boutiques even through peak times.

Furthermore, you will work very closely with the Account Manager of each boutique and the Operational team who will support with analytics or best practice guidance. There will also be significant contact with other teams such as Customer Service, Finance, Production & Logistics.

Responsibilities:

- Manage and follow through on all needs (to and from boutiques) with speed and effective result
 - Ranging from Production/Logistics/Photography (administrative and courier)
 - Answer queries from partners liaising with relevant teams for resolutions
 - Order management working with Customer Service, Courier or Operations teams
- Drive KPIs daily, and effectively follow up with boutiques – eg: inventory accuracy, stock upload speed, speed of order sending, price inputting by boutiques, and others
- Liaison with Customer Service team in order to optimize customer satisfaction
- Seasonal activities such as markdown implementation and site stock clean ups
- Coordinate online setup and training for new boutiques, with ongoing monitoring of best practices and processes

Key Skills and Experience:

- Minimum of one year of experience in commercial, service or office roles, preferably in fashion/retail environment
- Capacity to multi-task and shift focus as required, with an excellent sense of prioritization and timing
- Must be organized, detail-oriented and proactive, with an aptitude for process optimization
- Strong inter-personal skills and articulate both in verbal and written communication
- Proficient user of IT systems, both customer service specific and MS Office
- Fluency both written and verbal in at least two languages, English being essential, plus one: French, Italian, Spanish or German.

Your application:

To apply, please send you CV to jobs@farfetch.com with the reference "Partner Services"

Must contain a personal cover letter written in English plus your 2nd strong language (other than Portuguese)