

XUPES

Technical Customer Services Coordinator

- **Full Time – 9am – 6pm – Monday to Friday**
- **Holiday – 22 days per annum plus bank holidays**
- **Bonus – Performance related annual bonus**
- **Pension scheme**

Xupes Limited are one of the UK's leading online luxury retailers, specialising in pre-owned watches, jewellery, handbags and Art & Design. Established in 2009, Xupes has seen rapid growth in recent years particularly in the growth of our Watch Servicing area.

We are seeking to recruit a Technical Customer Services Coordinator. This role is based in our Watch Servicing department and will require technical ability alongside the ability to organise parts ordering and deal with Customer enquiries in person, via telephone and in email.

We are looking for someone to deliver excellent Customer Service together with providing technical advice. The role will require the successful candidate to be highly organised and as an individual be able to take responsibility for quality control and the Customer experience within the Organisation. Our Customer Service and Brand ethics set us apart and you will be vital to the client experience.

Overall Responsibility:

Working as part of the Servicing team you will be required to have a basic understanding of the mechanics of a watch or be very eager to learn. Technical ability is a key part of this role.

This role will report to Megan Young, Head of Servicing.

Key responsibilities and duties will include:

- Monitoring and handling the day to day workflow of all watches in Servicing
- Keeping Servicing administration systems up to date
- Liaising with suppliers and outsourcers
- Helping to maintain all equipment, and assisting the workshop team with small repairs
- Booking in client repairs and tracking their progress, and assisting clients with Servicing enquiries
- Greeting Clients in house
- Providing technical estimates and updates for clients
- Meeting customers and advising on the technical aspect of their repairs
- Sourcing parts for the repairs or watch purchases
- Ordering parts from Brands

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- Stock take of department parts
- Monitoring the KPI's for the department
- Servicing Invoicing cover for the Administration department
- Quality control checks of all watches new, pre-owned and repairs
- Adjusting bracelets, changing straps and batteries
- Supporting the Watchmakers, Polishers, Technicians with small technical checks
- Supporting Head of Servicing, Megan Young, in technical administration support and customer service.

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Desired Skills & Experience:

- Excellent organisational skills
- Strong problem-solving skills
- Ability to multi-task
- Strong attention to detail skills
- Strong communication skills with experience handling calls.
- Strong email communication skills
- Working well as part of a team.
- Motivated and a drive to succeed
- Possess a passion and appreciation for luxury goods, and in particular Watches
- Excellent presentation for Servicing front of house responsibilities.
- The ability to work to deadlines and under time pressure.