

Customer Relationship Manager at OnlyJewels.com

Welcome to OnlyJewels!

OnlyJewels is a retail platform dedicated to the enchanting world of jewellery. Our activities range from eCommerce and goldsmithing to media production. Our team strives to create an unforgettable client journey and provide exceptional service. We pursue excellence, creativity, and innovation, aiming for sustainable growth and always staying a step ahead of our clients' expectations. To build a durable team, we are looking for a talented freelance Client Manager to join us soon.

Customer Management

Customer management is crucial to a successful business! We seek a talented client manager to strengthen our customer relationships and loyalty. The Client Manager will handle all customer communication and ensure satisfaction throughout the buying journey. The ideal candidate will have excellent communication skills, a customer-focused mindset, and the ability to innovate and improve customer service processes.

Key Responsibilities

- Respond to customer inquiries via email, phone, and social media in a timely and professional manner.
- Develop and maintain response templates for common customer questions.
- Create and update an FAQ section and Help Centre on our websites.
- Conduct A/B testing of different response types to improve customer interactions.
- Follow the customer journey from initial contact through to post-purchase, ensuring a seamless experience.
- Communicate effectively with clients throughout the production process and provide regular updates.
- Develop and send newsletters to keep clients informed about new products, services, and promotions.
- Collect and analyse customer feedback to identify areas for improvement.
- Collaborate with the ateliers and sales teams to align customer service strategies with business goals.

Core Requirements

- Proven experience in the jewellery industry.

- Strong experience in a customer service or client care role.
- Excellent written and verbal communication skills in English and Dutch; additional languages are a plus.
- Strong organisational and analytical skills, with attention to detail.
- Ability to work independently and as part of a team.
- Ability to learn quickly and become proficient in customer service software and tools.
- Kind character and a genuine enjoyment of being of service to others.

What We Offer

- Support and opportunities for professional growth and development.
- A collaborative and dynamic work environment.
- The chance to work with a passionate team dedicated to excellence.

How to Apply

If you wish to apply send us your profile and references at team@onlyjewels.com. We look forward to hearing from you.