

Outbound Member Relationship Manager, Luxury Brand, Russian or Mandarin speaking (London)

An exciting new opportunity has arisen in our London office to become an Outbound Customer Relationship Manager for a luxury brand.

Ten provides award-winning intelligent support to private members, corporate clients and professional communities.

Our lifestyle concierge business has offices in London, Maidenhead, Hong Kong, New York, Miami and San Francisco and is growing fast. We are passionate about service and use our insider know-how, contacts and buying power to help our members get the most from life, wherever they are in the world. We organise everything from home repairs to luxury travel, gift buying or access to exclusive restaurants, clubs and events.

Purpose of the role

In this role you will be responsible for welcoming new members to the service and contacting them by telephone at key points during their concierge relationship, encouraging them to upgrade to more personalised service levels and facilitating the purchase of additional products.

You will be an ambassador of the brand and as such the successful candidate will play a key role in educating the member about the service; creating a positive and lasting first impression and ensuring appropriate communication is maintained throughout the lifecycle of the membership.

Who we are looking for

We believe we are the ultimate service business, so we need our people to be well organised, passionate and full of common sense. All our teams work hard to deserve the trust that is placed in us by our members and we look for individuals who radiate integrity in their working style.

The successful candidate will have an understanding of the luxury market.

They will be required to proactively contact high net worth, international customers to inform, educate and generate revenue. The successful candidate will be a self starter who is comfortable talking on the telephone and confident liaising with a broad range of members. Commitment to the role is essential, with previous customer service experience and an understanding of the concierge market preferable. Ongoing training on the brand and its product will be given.

Please note: You must be fluent in both spoken and written Russian or Mandarin (equivalent to CEFR level C2) to apply for this role. You must also have an IELTS score of 7 or more

Working at Ten

We offer a competitive salary and performance-related bonuses, in addition to a range of employee benefits such as subsidised gym membership. Ten is a fun, social place to work with the opportunity for real career development. We encourage all our staff to incorporate their aspirations and interests into their career at Ten. This role is based in our London offices.

To apply

Please read the instructions on the 'current vacancies' page of www.tengroup.com then email your CV and covering letter to hr@tengroup.com