

CUSTOMER SERVICE AND SHOP MANAGER

We are looking for an organised and proactive team member to support the day-to-day operations of Alice Palmer & Co. The role spans customer communication, order management, stock organisation, and general shop support, ensuring both online and in-store operations run smoothly.

Role: Customer Service and Shop Manager

Contract Type: Full Time

Contract Length: Permanent

Salary: £28-30k depending on experience

Location: AP&Co Studio & Shop, London W10

RESPONSIBILITIES

Customer Service

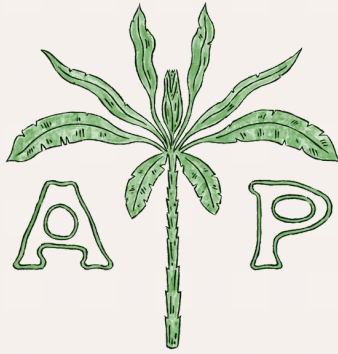
- Responding to customer enquiries via email in a timely and professional manner.
 - Advising customers on products, sizing, fabrics, colours, and availability.
 - Resolving order issues including delays, missing items, or incorrect deliveries.
 - Processing refunds, exchanges, and replacements.
- Managing customer expectations around lead times and made-to-order items.
 - Maintaining a consistent brand tone in all communication with customers.
 - Logging recurring issues or feedback to improve products or processes.
 - Coordinating with the warehouse or suppliers to resolve order queries.
- Recording complaint details to identify patterns or operational improvements.

Samples & Shipping

- Processing sample requests from customers, press, or trade enquiries.
- Managing sample stock levels and ensuring samples are correctly labelled.
 - Coordinating shipping for orders, samples, and PR requests.
- Monitoring shipments and assisting customers with delivery tracking.
- Handling customs documentation where required for international shipments.

Stock Room Management

- Organising and maintaining the stock room so products are easy to locate & correctly stored.
 - Monitoring inventory levels and flagging low stock.
 - Receiving deliveries and checking goods against purchase orders.
- Coordinating stock movement between storage, shop floor, and warehouse.



Shopify Backend Assistance

- Creating barcodes for new SKUs
- Managing stock levels across different locations
- Setting up shipping profiles and adjusting shipping rates
- Updating product availability and removing discontinued items

Instagram Messages & Junk Folder

- Responding to Instagram direct messages from customers
- Answering product enquiries or directing customers to purchase links
 - Managing message requests and junk folder enquiries
- Flagging sales opportunities or press enquiries from social channels
 - Maintaining a consistent tone aligned with the brand voice

Shop Management

- Opening and closing procedures for the shop
- Maintaining shop cleanliness and organisation
- Ensuring stock is replenished on the shop floor
 - Assisting customers visiting the shop
- Managing day-to-day shop operations and customer experience
- Ensuring shop is tidy, flowers have water and it is visually appealing for customers

What We Offer:

- A creative and supportive work environment.
- Opportunities for professional growth and development.
- The chance to work with a passionate and dedicated team.
 - Work pension offered.
 - 25 days holiday + bank holidays
 - Birthday off

To apply for this role, please email jobs@alicepalmer.co with your CV and cover letter and quote "Customer Service and Shop Manager" in email subject.