

JOB DESCRIPTION

Post: E-Commerce Customer Service Advisor

Department: E-Commerce, Tate Commerce

Reporting to: E-Commerce Customer Service Executive

The Company **Tate Commerce** is a wholly owned subsidiary of Tate. Work at Tate Commerce ranges from publishing, retail and merchandising roles to operations, finance and licensing.

Tate Commerce shares Tate's mission to promote public knowledge, understanding and enjoyment of British, modern and contemporary art. Its role is to maximise profits and extend the value of the Tate brand, to support Tate's work and collection.

The Department Tate Gallery's E-Commerce site, at shop.tate.org.uk, currently sells over 2,000 product lines, many of which are published and produced by Tate itself.

The products include: books, prints, designer ranges, art materials and exhibition products.



The Disability Confident Scheme

Tate is committed to the employment, retention, training and career development of disabled people. In recognition of our commitment, Tate has been awarded the Disability Confident Symbol.

Purpose of the job:

The e-Commerce Customer Service role is responsible for supporting visitors to the e-commerce platform with advice and technical assistance, both in pre- and post-sales, to ensure the best possible service for all our customers. Our eCommerce Customer Service Advisors help to keep Tate's online shop running smoothly and support sales. They are passionate about the products we sell and our work to support the Gallery. They help our customers find what they are looking for and answer queries about delivery, availability and how to use the website. They are also knowledgeable about our exhibitions and events taking place in the Galleries and can assist Tate members or supporters with the management of their online accounts.

Main responsibilities and duties

- Provide welcoming and timely, first point resolution to customer, visitor, and Member queries across all channels.
- Manage the Tate Shop inbox, responding to all email queries, redirecting to other Tate Enterprises and Tate Gallery departments where necessary.

- Champion the voice of the customer; monitor and reply to customer reviews via e-mail, feedback surveys and review platforms, and social media. Pass on product and service feedback to relevant Tate Enterprises departments and keep eCommerce team updated with any issues regarding stock, pricing and website functionality.
- Process orders, refunds, exchanges, and replacements for Tate Shops, on-demand orders, Tate's Marketplaces and third-party fulfilment.
- Troubleshoot delivery issues with courier partners, hubs or depots (UK and international), Tate distribution centre, Limited Editions and Retail teams, and other third parties.
- Ensure all payments, refunds, and claims processed are accounted for and resolved within a timely manner. Liaise with the Finance, Business Systems, Distribution Centre and eCommerce teams to ensure accurate financial and stock reconciliation.
- Accurately process all customer data, in line with GDPR and department guidelines.
- Actively seek out Tate-related content, gaining knowledge to act as ambassadors about our galleries, products, promotions, events and policies.

Person Specification

Essential:

- Proven experience of growing ecommerce revenue
- Experience of working on multiple business systems, including stock and order management, e-commerce and CRM platforms.
- Excellent communication skills, demonstrating the ability to communicate effectively and positively with all colleagues, suppliers and customers
- Entrepreneurial spirit and a sales driven attitude
- An interest in and commitment to the work of Tate

Competencies:

- Passion for what we do, with an interest in art and the aims of Tate
- Balances a varied workload and shifting priorities to deliver results on time
- Plans and prepares effectively to ensure delivery of the agreed results
- Develops effective working relationships with other teams in Tate Commerce
- Communicates clearly, keeping others informed appropriately
- Adheres to Tate's Dignity and Respect policy in all their activities
- Develops better and more efficient ways of doing things
- Is solution-focused and open to new ideas
- Evaluates their own development
- Passion for what we do, with an interest in art and the aims of Tate