

Opportunities at Liv-ex

Customer Care Executive

Liv-ex (The London International Vintners Exchange) operates the global marketplace for fine wine. Our goal is to make fine wine trading more transparent, efficient, and safe for the benefit of our members and the market as a whole.

An exciting vacancy has arisen in our Logistics arm, Vine, for a Customer Care Executive. You will be assisting our team with daily admin tasks: arranging wine collections, uploading stock lists, and providing clients with PODs (Proof of Deliveries), delivery schedules and answers to general stock queries.

You would be a trusted first point of contact for our clients worldwide. Customer Care Executives deal with daily questions, troubleshoot, and work closely with Sales Account Managers to promote Liv-ex services to our varied client base.

This is an exciting vacancy that would suit a hard-working team player with the enthusiasm and dynamism to thrive in an entrepreneurial company.

Skills and experience

- Educated to degree level
- Excellent communication skills
- Excellent problem-solving skills
- Confident communicating with customers both face-to-face and via telephone
- Computer literate with strong Excel, Outlook and internet skills
- High competency in French (Mandarin is also desirable)

To apply for the role, please email [Lanea Jeffers](mailto:lanea@middletonjeffers.com) (lanea@middletonjeffers.com).

Thank you.