AN INTERNATIONAL CAREER IN MODERN LUXURY

Customer Service Manager

Turn every customer interaction into lasting confidence.

WORK LOCATION
Hong Kong HQ; service across international time zones

WORK PATTERN
Full time · Permanent

REPORTING TO
Operations / Commercial Leadership

CAREER STREAM
Customer Experience · Service Operations

ANNUAL BASE SALARY

GBP · REFERENCE	HKD · INDICATIVE	USD · INDICATIVE
£45,000	**HK$461,400**	**US$58,900**

Indicative currency conversions as at 21 November 2026 (GBP 1 = HKD 10.2536 / USD 1.3080). Actual offer, payroll currency and exchange-rate treatment will be confirmed in writing.

LIFE AT ROSÉ

ROSÉ DIAMONDS is a Hong Kong-based fine jewellery brand focused on exceptional craftsmanship, design-led diamond jewellery and attentive, personalised service. We are building an ambitious international business and inviting talented people to shape how we grow, serve clients and collaborate across markets.

THE OPPORTUNITY

Lead a responsive, empathetic and commercially aware customer service function supporting the full jewellery journey: product questions, consultation coordination, order updates, delivery, aftercare and resolution. Protect customer trust while setting clear operating standards, coaching colleagues and working with fulfilment partners to solve problems quickly and fairly.

WHAT YOU WILL OWN

01 / Customer care leadership

- Define service principles, quality standards and tone of voice appropriate for fine jewellery clients.
- Lead daily service operations across email, chat, phone and approved digital channels, aligned to actual channel availability.
- Handle complex, sensitive or high-value cases personally when escalation is appropriate.
- Ensure communication is accurate, respectful, timely and adapted to each customer's circumstances.

02 / Order and after-sales journeys

- Coordinate with sales, production, fulfilment and shipping teams on quotations, custom pieces, dispatch and delivery queries.
- Create clear workflows for changes, cancellations, returns, repairs, replacements and warranty enquiries in line with policy and law.
- Help clients understand realistic production and shipping timelines, including cross-border delivery expectations.
- Maintain fair escalation paths when customs issues, payment concerns or fulfilment disruptions arise.

03 / Process and quality

- Implement sensible SLAs, case tagging, knowledge articles and quality assurance reviews.
- Improve CRM and ticketing discipline so every issue has an accountable owner and complete history.
- Analyse complaint themes and recurring service failures; lead root-cause improvements with relevant teams.
- Develop training, coaching and resource planning to support service across time zones.

04 / Customer intelligence

- Report satisfaction, response, resolution and complaint trends to leadership.
- Share recurring customer feedback with product, sales, marketing and operations.
- Build suitable follow-up and retention opportunities without pressuring dissatisfied customers.
- Promote privacy, payment security, fraud escalation and accurate customer records.

WHAT SUCCESS LOOKS LIKE

- Consistent customer response and resolution standards with transparent reporting.
- Better customer satisfaction and reduced avoidable escalations.
- Effective cross-functional coordination throughout purchase and aftercare.
- A reliable knowledge base and evidence-led service improvement programme.

YOUR BACKGROUND AND CAPABILITIES

Essential

- Strong experience leading customer service or customer experience operations.
- Excellent written and verbal English and sound complaint-resolution judgement.
- Ability to coach people, establish SLAs and manage performance constructively.
- Working knowledge of helpdesk, CRM, quality assurance and service reporting tools.
- Empathy, resilience and a firm commitment to accurate customer communications.

Advantageous

- Luxury retail, jewellery, bespoke goods or premium e-commerce service exposure.
- Experience handling international shipping, returns and chargeback-related enquiries.
- Additional language capabilities or international client-service experience.
- Process improvement or knowledge-management experience.

YOUR FIRST 90 DAYS

Days 1–30 | Understand the journey

Review all customer contact points, sample cases, order processes and existing service expectations. Identify immediate risks and quick improvements.

Days 31–60 | Standardise

Introduce core SLA dashboards, escalation pathways, standard answers and a quality review cadence. Coach the team on luxury service principles.

Days 61–90 | Improve

Present key customer themes, track service performance and deliver cross-functional improvement plans with accountable owners.

PERFORMANCE INDICATORS

- First response time and time to appropriate resolution.
- Customer satisfaction and quality audit results.
- Recontact rate, complaint recurrence and escalation effectiveness.
- Accuracy of customer/order communications and reduction in preventable issues.

REWARDS, BENEFITS AND EMPLOYEE EXPERIENCE

Generous paid leave

30 paid annual leave days per year, accrued pro rata. After 12 months of continuous service, eligible employees enter our unlimited paid annual leave programme, with reasonable manager approval, team coverage and no reduction of statutory rights.

Jewellery privileges

35% off one eligible ROSÉ DIAMONDS jewellery piece each calendar quarter, plus 15% off other eligible purchases throughout the year; exclusions and purchase rules apply.

Retirement contributions

Company pension matching of up to 5% of eligible basic salary under the applicable local plan. Hong Kong statutory MPF requirements continue to apply, with any approved matching above mandatory ceilings arranged as voluntary contributions subject to plan rules.

Recognition and experiences

Quarterly high-performer awards and potential team incentive trips, with participation and awards based on published programme criteria and business performance.

Everyday office hospitality

Complimentary unlimited soft drinks, energy drinks, coffee and other stocked beverages while working in participating company offices.

Growth and visibility

Regular feedback, professional development, cross-functional exposure and progression opportunities aligned to business needs and individual performance.

International exposure

Collaborate with colleagues, clients and partners across markets. Any future transfer or overseas assignment requires a separate written agreement, an available role and appropriate work authorisation; no overseas placement is guaranteed.

WHY THIS ROLE MATTERS

Clients place trust in us when purchasing meaningful, high-value jewellery. Excellent service sustains that trust long after the order is placed.

APPLY TO LIFE AT ROSÉ

Make your next career move exceptional.

Please send your CV and a concise note explaining your interest in the position to **askhr@rosehk.com**. Include the job title in your email subject line. You can also explore our employer brand at **lifeatrose.rosehk.com**.

ROSÉ DIAMONDS (HONG KONG) LIMITED is committed to fair, merit-based hiring. We welcome applications from people of diverse backgrounds and assess candidates against the genuine requirements of the position.

IMPORTANT EMPLOYMENT INFORMATION

The information in this job profile is a recruitment summary, not a contract of employment or guarantee of benefit or incentive. All entitlements, probation, remuneration and performance incentives are subject to applicable law, a signed employment agreement and relevant written policies. Statutory leave and mandatory retirement contributions are not displaced by the enhanced benefits described. Applicants requiring immigration permission must obtain lawful work authorisation before commencing any local employment.