<u>Intro</u>

In a world of mass production and consumerism, we understand the quality, tradition, and subtle details of the handcrafted. Inspired by European value, the Linen Society Family of brands has over 80 years of showcasing extraordinary home textiles and exceptional customer service. We offer the world's finest and most sought-after names in bedding and bath linens- produced all over the world, where artisans have honed their specialized crafts for generations.

Our sophisticated customers are appreciative of experience, culture, and style. Our teams are a close-knit, collaborative group of creative professionals committed to the craft, quality, and sustainability of what we sell.

We are looking for an E-Commerce Operations Associate - an early experience professional to join our team to support daily customer service, operations, and order fulfillment across our e-commerce and wholesale brands.

You must be extremely organized and detail oriented, efficient but careful, and good with people. You are sensitive to aesthetics, cleanliness, design, color. You must enjoy helping people - your idea of customer service is truly *service* oriented, and you are enthusiastic for beautiful, well-made things (textile interest a plus!).

Daily tasks

- Assist with customer service inquiries across multiple platforms, including phone calls, emails, and various website systems
- Manage invoicing, packaging, and fulfillment of daily orders
- Execute essential administrative tasks relating to quality control, website management, inventory management, receiving, and customer relations
- Assist with processing incoming inventory and maintaining inventory levels across different platforms.
- Draft correspondences and other formal documents
- Greet and assist customers both online and occasionally in person

Requirements

- Strong oral and written communication skills by telephone, email, and in-person excellent English grammar and spelling
- Clear and neat handwriting
- Abilities in basic arithmetic inventory control, financial math, etc.
- Detail-oriented with the ability to oversee projects to completion and ability to manage various projects simultaneously
- Ability to prioritize tasks by urgency
- Experience with database entry, spreadsheets, etc.
- Experience with website content management systems (Shopify preferred)
- Appreciation for and ability to provide amazing customer service
- Excellent organizational skills and accurate record keeping
- Strong time management skills

- Ability to be self-motivated and work independently
- Ability to carry up to 35 lbs and stand for longer periods of time if necessary
- Must show proof of up-to-date vaccines and boosters for COVID-19.
- Driver's license and clean driving record required
- Bonus if you have proven abilities in any of the following: graphic design, email marketing programs, photography, photo editing.

Job Details

- Full-Time hourly position
- Rate \$18-\$25 DOE
- 50% employer covered health and dental insurance
- PTO that increases with tenure
- 401k with up to 4% employer match after introductory period
- Generous employee discounts
- Usual hours Monday Friday, 9:00 to 5:30 PM
- Occasional travel or weekends may be necessary to support trade show sales (2-3 times per year)
- This position is in-person, in the Pearl District, Portland, OR

If interested, please email your resume to join@linensociety.com with "E-Commerce Operations Associate" in the Subject line.