



Job Title: Online Fitter & Reprocessing Specialist [U.S. Based]

Job Type: Freelance

Job Description: We are looking for a part-time Online Fitter & Reprocessing Specialist who can join our small and growing team with this multi-skilled role. The role involves holding online sports bra fittings for our MAAREE Sports Bras, processing some U.S. returns which need repackaging, re-labelling and completing some minor product repairs. The role is part-time freelance and ideal for someone looking to work from home in the United States and for a lot of variation in their working day.

Responsibilities include, but are not limited to:

- Familiarise with the MAAREE product offering and sizing specifications.
- Work closely with other remote based staff.
- Receive bulk orders from our U.S. warehouse once a month for any MAAREE products that need repackaging, re-labelling, cleaning or repairing.
- Communicating with our warehouse team and UK team on a regular basis.
- Carry out any minor sewing repairs any of our products may need.
- Returning all reprocessed products back to the warehouse to our specified standard.
- Relay key information and provide a summarised breakdown of the main issues encountered each month to the manager.
- Feedback improvements for the website's FAQs or customer service related processes.
- Assisting with the occasional U.S. customer issues. For example, contacting couriers to discuss any missing or delayed parcels.
- Completing virtual bra fittings with our customers a couple of days a week.
- Ideally suited for someone looking to make this role their own and wanting to learn how a small business works and grows. Entrepreneurial spirit encouraged.

Technical Skills

- Good sewing skills a must
- Experience with Zoom
- Experienced bra fitter
- Knowledge of CRM systems and/or Shopify

About MAAREE

MAAREE was launched in 2018 by Mari Thomas, a sports bra tester frustrated by the current offering of sports bras on the market. We started as a one-woman company and have now grown to a small team, so I am looking for someone to help bring a lot of value to the company and to make an instant impact. I am looking for someone who is actively looking to improve on current processes and solutions and to maintain or improve on the customer experience we are proud of and have worked so hard to create to date.

Although this role is advertised as a Customer Services Executive role I will be looking for someone who can offer more to really get themselves stuck into the brand to help grow the company and develop the role into their own.

If this role interests you, please email your CV and covering letter to support@maaree.com. I look forward to speaking with you.