

# toddlekind

Now Hiring for Customer Service + Operations Support Assistant (Remote - Texas)



Toddlekind is driven by a belief that childhood should be cherished and playtime should be fun – without having to compromise on interior design.

Toddlekind was founded in May 2018 with the aim of becoming the market leader in children's playmats and interior floor deco. Our award-winning playmats are now sold worldwide and we are expanding to new product lines and new international markets.



## Customer Service + Operations Support

Full Time/Part Time - Remote - Texas

We are seeking a dedicated and detail-oriented Customer Service & Operations Support Assistant to join our team remotely in Texas. The successful candidate will be responsible for providing exceptional customer service to our US customers, managing various operational tasks, logistics support, and ensuring the timely processing and delivery of orders.

## Responsibilities

### CUSTOMER SERVICE

- Handle US customer service inquiries promptly and professionally.
- Process warranty claims for US customers.
- Respond to customer inquiries through Odoo, managing approximately 40-50 tickets per day.
- Monitor and respond to messages on social media platforms, addressing customer questions and marketing-related contacts.
- Monitor and respond to reviews on various platforms, including the website and third party platforms.

### SALES SUPPORT

- Access retailer portals for drop ship orders, including order placement, tracking, and invoicing.
- Provide sales support by processing sample orders for US customers.
- Liaise with team members and operations to ensure smooth system and process functioning.

### LOGISTICS SUPPORT

- Ensure timely delivery of containers to US ports, coordinating with logistics partners and stakeholders.
- Managing the import of our shipments into the USA, customs clearance, ensuring the documents are correct and properly filed.

### OPERATIONAL TASKS

- Monitor and process orders and inquiries on 3rd party vendors platforms.
- Manually place and fulfill orders in cases where automation is not available.
- Verify and process orders that are not automatically processed, ensuring accurate invoice amounts and status updates.
- Handle the reshipment of orders that were not delivered and raise claims for lost parcels.
- Investigate and resolve unfulfilled orders on Shopify, coordinating with the warehouse and customers as needed.
- Manage customer claim tickets for both B2C and B2B customers.
- Complete monthly reporting on returns

## Qualifications + Skills

- Strong communication skills, both written and verbal.
- Excellent problem-solving abilities and attention to detail.
- Highly structured and organized.
- Proficiency in using customer service platforms like Odoo or Hubspot.
- Basic knowledge of invoicing processes and procedures.
- Comfortable with social media management and customer engagement.
- Ability to work remotely and manage tasks independently.
- Strong organizational skills with the ability to manage multiple tasks simultaneously.

## Preferred Qualifications

- Previous experience in customer service or operations support.
- Familiarity with e-commerce and retail environments.
- Knowledge of Odoo or Plenty markets preferred.
- Prior experience with handling reviews and social media engagement.
- Basic understanding of shipping and logistics processes.
- Experience in coordinating logistics for timely delivery of containers.
- Understanding of order processing and warehouse management.

## Why work for Toddlekind?

- Work in an international Team with multilingual staff from Atlanta to Melbourne.
- Enjoy a dynamic and fast paced start up where every day is day 1.
- Continuous Learning and development with opportunities to grow within the company.
- Discounted and free TK Products.
- 30 days holiday and your birthday off.

## About Us

TK is a global childrens homewares brand. We are inspired by the creativity, individuality and the magic of childhood. We embody to belief that childhood should be cherished & embraced. Established in 2018 and growing internationally. TK is a lifestyle destination for inspiring, on-trend interior inspiration for playmats, rugs and accessories.

### PHILOSOPHY

We believe that anything is possible if you have the right mindset. Our belief in our products is the driving force behind a start up brand that became a global player in three years. We continue to expand our vision and embrace all the challenges that may come.

### MISSION

To create beautiful children's flooring and interior solutions that elevate your interior, whilst offering comfort and safety for your little ones. All our products are made for children but designed for you

### ETHICS

"Be the change you want to see in the world" - This is the ethos that drives our business practice. It is reflected in everything we do, from how we treat our suppliers and respect our co-workers to ensuring we give back to the global community by supporting charities

## Application Process

Interested candidates are invited to submit their resume and a cover letter detailing their relevant experience and qualifications. The cover letter should address why you are interested in the role and how your skills align with the responsibilities outlined above. Please send your application to [hello@toddlekind.com](mailto:hello@toddlekind.com).

Toddlekind is an equal opportunity employer. We evaluate qualified applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, veteran status, and other legally protected characteristics.

Please note that due to the high volume of applications for this position, only those who progress to the interview stage of the recruitment process will be contacted.