

**FUTURESHIRTS E-COMMERCE – CUSTOMER EXPERIENCE REP** PART TIME**FS E-Commerce**

A division of Futureshirts, offering artists, brands, labels, and events a personalized & innovative approach to **e-commerce**. With service & technology at our center, we help our clients connect with, grow & monetize their audiences through compelling product offerings.

**The Futureshirts Team**

Futureshirts exists to innovate for clients. It is a place to explore potential, obliterate boundaries and push out the edges of what can be. The company looks for people who can grow, think, dream and create. Its culture thrives by embracing creativity, kindness, and service through hard work for a common goal.

Futureshirts seeks achievers, leaders and visionaries... At Futureshirts, it's about each person bringing skills and passion to a challenging and constantly evolving business.

**Futureshirts creates exceptional service and products because its employees listen to exceptional ideas from all parties involved in the creative process.**

**Job Duties:**

- Deliver above-and-beyond customer service over email and phone
- Work directly in Zendesk, Shopify and ShipStation in response to all customer needs
- Process return requests including issuing return labels, restocking inventory, and re-shipping products.
- Communicate updates to a third-party customer service team to maintain consistent interactions (i.e. sales, pre-orders, escalated situations)
- Identify trends and pain points to solve issues effectively and ultimately improve each customer's experience

**Requirements / Qualifiers**

- **Kind, Helpful, Servant hearted**
- Available for up to 29 hours per week of work on location at Futureshirts
- Internally motivated
- Excellent written and oral communicator who understands the importance of tone
- Ability to use customer service and logistics software to interact with customers and extract information needed for tickets.
- Able to think outside the box and solve problems.
- Empathetic and able to adapt your communication style to best suit your customer
- Proficient multi-tasker
- Motivated by a high-volume work environment and collaborating with diverse teams.
- Previous customer service experience is a plus
- Experience working in ZenDesk, Shopify, or Shipstation is a plus
- A desire to have staff and customers LOVE you
- Fun to be around and enjoyable to work with.