

# JOB DESCRIPTION

**JOB TITLE: Customer Service Associate**

**Classification: Exempt**

**Status: Full-time**

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## **POSITION DESCRIPTION:**

This role is the human to human link between the customer and our company. This role is accountable for daily customer response, receiving orders, soliciting orders (sales), customer follow-up, and customer interactions.

**The goal is to ensure a great customer experience with every transaction from the order processing to the unboxing experience.**

A successful customer service manager is analytical, well-organized, excels in communication, and is a proficient problem solver. They must be comfortable with paperwork and information systems and have great knowledge of our products and end use, and sales strategies. They must have climbing and setting knowledge to help educate and link products to meet the needs of our customers.

This role will be cross-trained and help in the shipping department during the rush holiday season.

This role is also responsible for identifying opportunities for improvement and using LEAN processes and tools as a strategy for success.

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## **POSITION RESPONSIBILITIES:**

- Timely respond to all customer inquiries on social media, phone, seller platforms and emails
- Educate customers on questions concerning our products, installation, safety and end use
- Write product page content, blogs and shoot videos to educate and inform customers (proactive customer service).
- Track down orders, monitor tracking, and update customers on shipping status
- Receive and submit orders to our internal production along with our 3rd party manufacturer to have orders processed and shipped to our customers
- Work with our 3rd party manufacturers for customer updates and warranties
- Follow up with customers after they have received their orders
- Work with distributors and key vendors to maximize their sales
- Problem solve to reduce and eliminate order defects and errors
- Actively seek ideas for problem-solving and improvements
- Set customer timeline expectations with production
- Help customers process orders and payment
- Train and support new and existing employees

- Create workflow and policies that enhance the speed and efficiency without compromising the product, safety, or integrity or customer experience
- Maintains Escape's customer service "voice" and stay on brand with our messaging through every interaction

All employees are expected to be available to help in any position when needed.

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**BASIC QUALIFICATIONS:****EDUCATION REQUIRED:**

- High school diploma; BSc/BA in Business Communication or relative field is a definite plus

**YEARS OF EXPERIENCE**

- Prior experience in customer service, shipping, sales, or related field

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**DESIRED/PREFERRED QUALIFICATIONS (optional)**

- Proven experience as customer service or sales associate
- Solid knowledge of customer service, logistics and sales procedures
- Computer savvy with excellent knowledge of MS Office (especially Excel) and Shopify
- High attention to detail
- Able to work quickly and efficiently with a high level of quality
- Experience in directing and evaluating subordinates
- Excellent organizational and communication skills
- Excellent problem solving and resolution skills
- Able to change quickly and re-prioritize work without direction

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**MENTAL & PERFORMANCE JOB REQUIREMENTS/ESSENTIAL FUNCTIONS:** Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

- Ability to work quickly and efficiently with a high level of quality
- Ability to work as an integral part of a team and maintain cooperative working relationships with co-workers.
- Ability to exercise independent judgment and make decisions.
- Ability to understand direction and adhere to established procedures.
- Ability to recognize quality control issues and take appropriate action.
- Ability to maintain regular attendance and be punctual whenever scheduled to work
- Ability to work independently and identify potentially more effective methods of work operation.
- Ability to adapt to frequent changes in workload and sustain attention when distractions and/or interruptions arise.

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**PHYSICAL JOB REQUIREMENTS/ESSENTIAL FUNCTIONS:** Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

- Ability to work on a computer for extended periods of time

- Ability to talk and communicate to customers verbally in English
- Repeated twisting, bending, reaching, lifting and grasping
- Ability to grip small piece parts
- Standing for extended periods of time
- Ability to lift 50lb
- Ability to work in a facility that uses chemicals in its production
- Ability to wear eye and ear protection

\_\_\_\_\_ (Signature of Employee) \_\_\_\_\_ (Date)