



Customer Experience Assistant – Dr Sam's

**Are you passionate about skincare and beauty?
Do you want to help people achieve great skin days?**

Then this could be an opportunity for you.

Dr Sam's Skincare is the fastest growing direct-to-consumer skincare brand in the UK and we are looking for a motivated Customer Experience Assistant to assist with customer service, social media engagement and the smooth running of our office and daily operations. As an eCommerce business, experience in all things digital is essential.

About You:

- You have a passion for skincare or beauty
- Well-organized and a self-starter
- A motivated attitude
- You get the job done
- Attention to detail - you don't do sloppy work or let little things slip through the cracks
- You're enthusiastic and a 'people' person

Responsibilities:

- Serve as a Dr Sam's brand ambassador on the front line with our customers
- Address and resolve customer issues
- Educate potential and existing customers on the brand, products, and their use
- Engage with customers in via email and social media, and chat and phone where necessary
- Maintain awareness of trends and patterns in customer communications, and create internal plans to assist customers efficiently
- Take feedback on product and other aspects of our business, and communicate this with colleagues in relevant areas
- Assist with press and influencer requests and sendouts
- Support in the smooth running of the office and overall operation

Desirable Qualities:

- Experienced in customer service - preferably in an ecommerce environment
- Familiarity with Shopify (or similar ecommerce platform)
- Exceptionally organized and detail-oriented

- Upbeat and positive; a pleasure to work with
- Unflappable and able to work under pressure and high volumes
- Excellent written and verbal communication skills

Who will you work with:

You will be working with a team of 4 people, reporting to the Brand Director. We win together as a team, supporting and developing each other through our careers. We embrace the challenge and work in an incredibly fast paced environment with high expectations set by the business, shaking it up with our creative lead, Dr Sam Bunting, as we revolutionise the skincare industry. We love what we do, and we support each other while we share the magic with the world.

Your Benefits:

- Product allowance and generous employee discount for friends and family
- Weekly team lunches

Our Mission 'TO GET YOU CLOSER TO GREAT SKIN DAYS'

We would love to welcome you to our team!

To Apply:

Send us your CV and a cover letter detailing why you'd like to work for Dr Sam's.

Send to media@drsambunting.com