

SUSTEAU

CX & Community Management Intern - Fall 2021

About The Company

As featured in Vogue, Allure and Elle, Susteau is an innovative haircare brand delivering concentrated, effective formulas. These first-of-a-kind water-activated powders deliver everything you need and nothing you don't. Our scientifically-backed formulas are clean, sustainable and high performing - resulting in products that are good for people & the planet alike.

About The Role

As Susteau's CX & Community Management Intern, you will be responsible for bringing our aesthetic to life across consumer and partner communications. You'll collaborate closely with our Marketing team by assisting with social channel growth and brand / influencer partnerships. You will work to ensure consistency of brand voice and deepen the sophistication of consumer outreach through consumer-facing platforms. The opportunity will expose you several interesting facets of the Susteau brand and the beauty industry.

We are looking for a self-starter who is social media savvy, creative, and passionate about beauty to help us grow the awareness and brand advocacy of the Susteau brand. If you enjoy working in a nimble, fast growing, mission-driven company making an impact on the planet and in our communities, this is the place for you!

What You'll Do

- Embody the brand voice and tone, deepen engagement with our audience, and ensure total consistency across all social channels
- Work with team to improve process, policies and standards to build an exceptional customer experience
- Support with handling customer inquiries with branded responses using Zendesk
- Analyze customer feedback, present findings, and offer potential resolutions to improve CX processes
- Oversee and develop engaging campaigns in GRIN to target our core creator audience (including brand partners, influencers, and content creators)
- Support with outreach to like-minded brands and influencers to create cross-marketing opportunities (i.e. giveaways and partnerships) and engaging content
- Support Susteau's community team to transform influencer partnerships into engaging social content
- Analyze and interpret UGC data to improve marketing strategies, and report progress to team
- Assist with research and outreach to on-brand influencers for UGC commissions and campaigns

Requirements

- Currently pursuing a college degree in business, marketing, e-commerce or communications
- Available 10-16 hours week paid or for college credit (based on experience) - beginning September 2021
- Strong interpersonal skills capable of working independently as well as with teams
- Interest in learning or has experience with using Yotpo, Zendesk, GRIN
- Passion for beauty and sustainability
- Self-starter and motivated
- Loves working in a fast paced, friendly and evolving culture
- Excellent communication skills; a natural problem-solver

Susteau is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, religion, color, national origin, gender (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender identity, gender expression, age, status as a protected veteran, status as an individual with a disability, or other applicable legally protected characteristics.