



Mi Golondrina is seeking a talented full time Customer Experience Associate to join our Dallas showroom Sales team. As Mi Golondrina continues to expand its direct-to-customer channels, the Customer Experience Associate must bring an organized, outgoing, and hard-working approach across all sales channels.

Having a strong attention to detail and ability to communicate the brand and story is critical to thrive in this role. You must have excellent organizational skills with a strong ability to manage multiple clients at once. You'll be the go-to person for answering in-person customer questions about the brand and collections—a critical sales role at Mi Golondrina.

We are looking for an associate who is willing to go above and beyond to push this fast-growing business forward. Ability to wear multiple hats and help where needed with a positive and can-do attitude is crucial.

### **The Job**

- Greet and welcome all customers in the Dallas showroom
- Work closely with Sales team to make sure all showroom and digital customer requests are handled
- Maintain and organize showroom floor, pick-up and hold room, and dressing areas
- Assist with customer calls and communication
- Assist with customer service email Inbox, as needed
- Assist with pop-up merchandising

### **Qualifications**

- Bachelor degree preferred
- 1-2 years retail or hospitality customer service experience preferred
- Extremely detail oriented
- Self-starter, ability to multi-task and work well under peak times and busy season
- Thrives in a small work community where colleagues work closely together working towards a unified goal
- Fast working
- Bonus: communicating and understanding the Spanish language

### **About Mi Golondrina**

Founded in June 2013 by Cristina Lynch, Mi Golondrina works with skilled artisans to pair centuries old embroidery techniques with modern styles. Each one-of-a-kind piece in the Mi Golondrina collection is hand-crafted in Mexico and the finishing details are added by our talented team in Dallas to create a curated collection of high end artisan apparel and accessories.

Our collection is sold in our Dallas showroom, online and at pop-up events.

### **To Apply**

If you're excited about this role, please send an email to [cristina@migolondrina.com](mailto:cristina@migolondrina.com) including your resume and description about yourself. Title the email "Customer Experience Associate— [Your Name].