

Customer Happiness Specialist

Atlanta, GA, Los Angeles, CA or New York, NY
Part-Time / Entry Level

You are the upbeat and personable one in your crew and love making people feel great. You are also super organized. Doesn't everyone have a printed to do list? You will excel at Lunya because you thirst to grow and learn and have an exceedingly high bar for excellence.

What you'll do:

- Provide front-line customer support for our community via email, live chat, phone and social media channels.
- Increase customer retention by fostering a culture of providing a best in class customer experience and achieving key customer satisfaction goals.
- Collect, document, and organize invaluable customer feedback on product, design, and delivery.
- Turn order problems into successes with thoughtful customer interaction.
- Work closely with our customers and internal teams to help identify and escalate issues appropriately.
- Provide concierge level service to our most valued customers.
- Develop compelling, insightful recommendations based on quality data analysis and lead execution against recommendations quickly and accurately.
- Proactively take on challenges, research information, troubleshoot problems and creatively deliver results.

Who you are:

- Bachelor's Degree preferred
- 2+ years customer service experience preferred
- Motivated self starter with a positive can-do attitude
- Passion for people
- Articulate and enthusiastic, with a great eye for detail
- Excellent written and oral communication skills and have a thoughtful, creative and friendly writing style
- Excellent under pressure and can adapt quickly in an ever-evolving environment
- A multi-tasking ninja with a keen sense for prioritization and organization
- Extremely detail oriented, resourceful and able to do your own research and discover creative solutions to issues you may encounter
- Knowledge of Google Docs, Spreadsheets and MS Office
- You are flexible and available to work some weekends and holidays

This position is work-from-home but based out of Atlanta, Georgia. Only Georgia applicants will be considered.

Please send a cover letter with the answers to the following questions and your resume to jobs@lunya.co so that you can help us change the world – one bedroom at a time.

1. What do you think makes a good customer service specialist?
2. Tell us about your computer skills.