

MODERN CITIZEN

Modern Citizen is a destination for the modern woman, with thoughtfully designed and curated fashion and home goods. In our world, luxury is not a price point — our mission is to make modern, refined style accessible without sacrificing quality.

We're digitally native and are utilizing the efficiencies of a direct-to-consumer business model to build a distinctive, beautiful brand — and a best-in-class next generation retailer for women going places. We're incredibly passionate about our community of customers and the company we're building. We believe that a successful company starts with a strong and empowered team that shares a hustler's mentality and an appreciation for details.

DESCRIPTION

Modern Citizen is looking for a reliable, organized, and driven Customer Experience Associate (CXA) who thrives on providing support through several different channels of communication, including email, phone and live chat. CXAs will help deliver thoughtful, quick, and easy support to our customers. They resolve all customer issues in the best way possible for both the customer and the business, all while maintaining a calm, friendly demeanor. They build genuine relationships with our customers, then serve as their advocate internally. You will report to the Head of Customer Experience and play a significant role in supporting Modern Citizen's online experience. This role requires great attention to detail,

ROLES + RESPONSIBILITIES

- Provide consistently exceptional customer service across all CX channels including email, text messaging and phone calls
- Know our shipping, fulfillment and returns procedures inside and out to help process all customer orders as efficiently as possible.
- Exceed customer expectations by developing creative solutions to problems and working across teams to solve them
- Be able to wear many hats (friend, stylist, personal assistant) when helping our customers shop for their next favorite item
- Ready to know & love our products and to help customers find the right fit and style

BACKGROUND + EXPERIENCE

- A great communicator, who is warm, empathetic, conscientious, optimistic, adaptable, and who enjoys working in a team
- Passionate about eCommerce and online shopping experiences
- Excited about joining a small, fast growing company with a results-oriented culture
- 1+ year in a customer facing/customer service role, preferably via email, phone, and/or live chat

COMPENSATION + PERKS

- Paid hourly position
- Flexible schedule
- Employee discount