

MODERN CITIZEN

Modern Citizen is a destination for considered fashion with a luxury sensibility – made versatile, accessible, and modern. Our brand’s hallmark is a refined perspective and elevated aesthetic, paired back to a thoughtful price point balancing quality and accessibility.

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. We’re incredibly passionate about our community of customers and the brand we’re building. We believe that a successful company starts with a strong and empowered team that shares a growth mindset and an appreciation for details.

DESCRIPTION

Modern Citizen is looking for a reliable, organized, and driven Part-Time Customer Experience Associate (CXA) to play a significant role in supporting Modern Citizen’s online experience. This role requires great attention to detail, and a personality that thrives on providing customer support through various 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 customer advocates internally. This is a remote role, but applicants must be based out of California or New York state.

ROLES + RESPONSIBILITIES

- Provide consistently exceptional customer service across all channels
- Know our shipping, fulfillment, and returns procedures inside and out to help process all customer inquiries 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
- Learn about and love our products in order to help customers find the right fit and style
- Assist with additional internal projects that may be outside of customer service

BACKGROUND + EXPERIENCE

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

COMPENSATION + PERKS

- Paid hourly position (\$22 / hour - \$25 / hour DOE)
- 10 - 15 hours per week - must be available morning shift EST
- Employee discount