

# THE LAUNDRESS

## NEW YORK

### Job Title: Client Services Coordinator

This is a hybrid role based in NYC. To apply submit your email to [Recruiting@thelaundress.com](mailto:Recruiting@thelaundress.com)

### About The Laundress

The Laundress empowers a passionate global community to take care of the clothes they love with exceptional fabric care and cleaning expertise. We sell premium laundry and home care products in the US and abroad. Our purpose is to provide exceptional fabric care with amazing fragrance experiences. In the US, our products are sold via DTC, Amazon, and specialty wholesale retailers (both eCommerce and brick and mortar). The brand was acquired by Unilever in 2019 and remains largely non-integrated into Unilever systems and processes, yielding the feel and agility of start-up with 'big company' support available when capabilities beyond our organization are needed.

### Purpose of the Role

Our Client Service Coordinator is a member of the Customer Experience team and is responsible for delivering exceptional customer service to our customers. The objective is to utilize various methods of communication phone, email, text, onsite chat services, and social media selling channels to deliver this exception care. This role requires problem-solving skills with a customer mindset.

### Who You Are

**You're a born leader:** With your experience, passion, and ability to turn on a dime, you take initiative to recommend "win-win" solutions.

**You're a doer.** As our Client Service Coordinator, you are a self-starter willing to do it all, from answering phone calls to researching customer issues and proposing policy enhancements.

**You're a dot connector:** You immerse yourself in the organization to build productive relationships with internal stakeholders – all in support of maintaining and growing The Laundress brand equity.

**You're an inventor & risk taker:** If the right process doesn't exist, you own it and aren't afraid to create it.

**You care a lot.** You are authentic, passionate, compassionate, and you put customers first.

### What You'll Do

- Maintain timely and thorough responses to customer inquiries offering follow-up engagement opportunities by providing product recommendations and advice where appropriate

- Identify customer needs and take ownership of the problem-to-resolution experience that leaves customers feeling like they can reach out to The Laundress and receive consistent and dedicated service
- Collect, document, manage and analyze customer engagement data to identify trends and patterns that can be shared with departments throughout the company to improve products and customer experience
- Work closely with the Assistant Ecommerce Manager and Senior Ecommerce Manager to ensure coordination of efforts with e-commerce and assistance with e-commerce as needed.

**Knowledge and Skills, You'll Need to Succeed**

- 1+ years' experience in retail setting with an interest in fashion or beauty.
- Have an entrepreneurial spirit, high energy, attention to detail.
- Outstanding communications skills, both verbal and listening.
- Ability to adapt in a dynamic, high growth environment.
- Strong organizational skills and conflict resolution skills.
- Proficient in Excel, PowerPoint, Word, Adobe and more.
- Experience with Zendesk preferred
- Ability to work independently, taking ownership to positively influence customer facing policies
- Problem-solve skills and a continuous improvement mindset are crucial to delight our customers and increase efficiencies

**Pay:** The pay range for this position is \$17.50 to \$26.82. The Laundress takes into consideration a wide range of factors that are utilized in making compensation decisions including, but not limited to, skill sets, experience and training, licensure and certifications, qualifications and education, and other business and organizational needs.

**How we Reward:** This position is bonus eligible.

**Benefits:** The Laundress employees are eligible to participate in our benefits plan. Should the employee choose to participate, they can choose from a range of benefits to include, but is not limited to, health insurance (including prescription drug, dental, and vision coverage), retirement savings benefits, life insurance and disability benefits, parental leave, sick leave, paid vacation, and holidays, as well as access to numerous voluntary benefits. Any coverage for health insurance and retirement benefits will be in accordance with the terms and conditions of the applicable plans and associated governing plan documents.

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The Laundress is an organization committed to diversity and inclusion to drive our business results and create a better future every day for our diverse employees, consumers, partners, and communities. We believe a diverse workforce allows us to match our growth ambitions and drive inclusion across the business. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, age, national origin, or protected veteran status and will not be discriminated against based on disability.

Employment is subject to verification of pre-screening tests, which may include drug screening, background check, and credit check.

If you are an individual with a disability in need of assistance at any time during our recruitment process, please contact [Recruiting@thelaundress.com](mailto:Recruiting@thelaundress.com) Please note: This email is reserved for individuals with disabilities in need of assistance and is not a means of inquiry about positions or application statuses.