

# Wolf & Shepherd

LOS ANGELES

**Position:** Customer Experience Associate

**Type:** Full-Time

**Location:** El Segundo, CA (occasional travel to Warehouse location in Gardena, CA)

**Reports to:** Director of Finance-Operations, Wolf & Shepherd

Wolf & Shepherd is a fast-growing lifestyle brand on a mission to debunk the myth that classically styled dress shoes can't have modern technology comforts. We have had early success designing and selling our beautiful (and comfortable) dress shoes, and we are continually looking for ways improve and grow.

Wolf & Shepherd is searching for talent to contribute to the future development of our brand. We're looking for someone with passion a passion for customer service to join or Customer Experience team.

## **Responsibilities**

Our Customer Experience Associate is tasked with the all-important responsibilities of caring for our customers' needs, managing partners, building customer loyalty and representing the brand.

This is a full time role based in El Segundo, California. The Customer Experience team works primarily out of our office in El Segundo, with a requirement to occasionally work from our Warehouse location in Gardena. We allow customer experience teammates to work from home on a case by case basis, depending on business needs and employee needs.

This is a full time position which will require approximately 40 hours per week. Our operating hours are Monday – Friday (9am-6pm) weekdays with occasional weekend support required.

**After the first week of training at W&S, we'll let you get to work: Here's what you can expect to do:**

- Engage with customers by email, phone, and chat to ensure they have a positive customer journey. This might mean you help answer product questions, resolve ordering issues, or suggest the right size shoe.
- Adopt the Wolf & Shepherd's voice and tone to convey our brand and personality, and get our customers to love us.
- Collaborate with the Team to streamline our internal and customer facing processes and policies to ensure we are always getting better.
- Define processes, challenge current policies and procedures to ensure the voice of the customer is heard across Wolf and Shepherd
- Support our retail store customer experience and ensure we have a seamless voice across all sales channels.
- Communicate customer feedback and insights to Management, so we know what are customers are thinking and how they are feeling.

**Does this sound like you?**

- You're super organized. Your shoes are well aligned in your closet. You took the best notes in school. And your friends look to you for scheduling social events.
- You're a great listener and empathetic to people's issues, and your resilience means that you don't take the feedback personally.
- You're naturally a good communicator. The way you talk and write gets people to trust you and like you.
- You don't mind upholding rules and regulations, all while being nurturing and compassionate.
- You're comfortable with technology to manage multiple tasks at once

If this sounds like the right opportunity for you, let us know! Send us your resume and a quick paragraph on why we should consider you for this role to [jobs@wolfandshepherd.com](mailto:jobs@wolfandshepherd.com). We look forward to hearing from you.

**Qualifications:**

- 3-5 years of experience in Customer Experience
- Computer skills to include operating Shopify, Zendesk and Shiphero
- Strong interpersonal and communications skills both verbal and written, strong independent work ethic, excellent time management skills, organizational abilities
- A positive, outgoing, high energy, entrepreneurial personality
- College degree or equivalent

**Compensation:**

We are committed to offering our employees a challenging and rewarding work environment, opportunities for growth and development, a customer focused culture, and competitive pay and benefits. Compensation will be commensurate with experience and will include:

- Competitive compensation package
- Discounts on the latest Wolf & Shepherd gear