

Wolf & Shepherd

LOS ANGELES

Position: Customer Experience Associate

Type: Part-time

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

Reports to: Director of Finance and 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 our 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 part-time role based in El Segundo, California. You will mostly work from 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 and employee needs.

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 voice and tone to convey our brand and personality, and to ensure that our customers to love us.
- 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. We look forward to hearing from you.

Qualifications:

- 0 -1 year of experience in Customer Experience
- computer skills, preferably: Shopify, Zendesk and Shiphero
- Strong interpersonal and communications skills both verbal and written, strong independent work ethic, excellent time management skills, and organizational abilities
- A positive, outgoing, high energy, entrepreneurial personality
- preferable college degree or equivalent, will consider students with exceptional customer service skills and a strong work ethic.

Compensation:

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

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