

# Customer Service Specialist

## Job Description

We are searching for a Customer Service Specialist who is detail-oriented and professional; someone who can offer meaningful customer interactions, reduce friction within customer service, and find proactive solutions for making our customer service processes better.

The Customer Service Specialist will interact with guests for all our brands and websites, delivering messages to customers via website updates and direct customer communications (both over the phone and via email). They will be responsible for creating long lasting relationships with guests while supporting the Sales & Marketing Director.

The Customer Service Specialist has excellent written and verbal communication skills, is a creative and strategic thinker, and has a high capacity for multitasking and problem solving. A team player who will drive new business growth, proactively improve customer communications and grow our businesses through customer retention and meaningful guest relationships.

## Responsibilities

- Respond to or direct all inbound customer inquiries for all our brands
- Develop proactive customer solutions to common or recurring issues customers face
- Grow the knowledge base for each brand, categorizing and reporting on customer feedback
- Champion the Web Guidz customer service philosophy across the company
- Communicate with the Sales & Marketing Director customer feedback and insights to drive growth

## Requirements

- Bachelor's degree in business administration, marketing, communications, or a related field
- Strong knowledge of online communications and Ecommerce platforms
- Strong written and verbal communication skills

- Skilled in writing and editing content with an attention to detail
- Strong prioritization, organization, and project management skills
- High energy and the ability to effectively manage time to complete all assigned tasks
- Leadership skills
- Good analytical/critical thinking
- Reliable and trustworthy

This job is a trial period of 40 hours a week for 90 days. Upon completion of the trial period position will be reviewed for permanent status.

Compensation: Starting Salary - \$15 - \$20 / Hour DOE

Job Type: Full-time

## Benefits

- Health benefit
- 401k
- Flexible work schedule
- Growth and advancement opportunities
- Holiday pay
- Paid time off upon start date

## Core Values / Company Culture

We do E-commerce. We love people. We're blending these two ideas to grow a business that blesses our people and our community. Our core values are ...

- We are **Thoughtful**
- We strive to be **Humble**
- We love to **Tinker**
- We **Do Hard Things**
- We take **Ownership**

It is our mission to fulfill our core values every single day with every teammate and every guest.

Visit us at [EliteSRS.com](http://EliteSRS.com)

