

Customer Experience Associate

NaturAll Club - Philadelphia, PA

Our team's core value is to do everything with integrity. We're looking for like-minded teammates who can take initiative and grasp opportunities for NaturAll Club, execute tasks efficiently, and communicate effectively with the team.



Responsibilities:

- Provide superior customer support to NaturAll Club customers by answering incoming questions and requests via telephone, email, social media, and chat.
- Draw insights from customer interactions to improve customer experience and understanding through all channels
- Assist NaturAll Club customers with product selection, product shipping, product returns, and other requests related to products or orders.
- Manage open cases in CRM and complete appropriate follow-up procedures to ensure 100% resolution.
- Update records in CRM.
- Take ownership of CRM and customer service protocol to optimize efficiency and customer happiness.
- Additional administrative duties may be assigned.
- Scheduling marketing posts for the week.

Requirements:

- Excellent organizational and communication skills
- Previous experience in an environment of continuous learning and constant change
- Knowledge or desire to learn about natural hair
- Strong communication and problem-solving skills
- Exposure to Customer Service Platforms, CRM or Order Management Software
- Ability to work independently and efficiently
- Experience with social media, managing Instagram accounts
- Empathetic and patient
- Good phone skills, detail oriented and proficient computer skills

To apply, send a resume and cover letter to jamie@naturallclub.com

