



Flora & Curl

Botanical Care : Textured Hair

Customer Care & Stock Manager

Job Overview

We are looking for a Customer Care & Logistics Manager to help us manage all our customer relations (online direct to customer and wholesale). You will be the first point of contact for all of our customers and will answer customer queries and process all orders while managing inventory.

About You

We are looking for you – You are genuinely interested in people, enjoy helping people, love communicating and have an articulate, friendly telephone and online presence that convey empathy, care and charm. You have great written and verbal communication skills. Finally, you have a passion for beauty and all things haircare.

The main job of our **Customer Care & Stock Manager** is to deliver personalised customer service experiences and maintain long-lasting relationships with prospective and existing customers.

Through the delivery of superbly caring customer service, you will be assisting customers with their orders and their request for information and support. On a day to day basis you will be solving customer problems online and following up with customers via social media and email. You will also be responsible for our relationship funnel - nurturing prospects in to becoming new customers and new customers into repeat customers and identifying ways to enhance sales through communication. You will also engage with customers at our social media outlets to find sources of customer stories and potential brand evangelists through encouraging testimonial submissions.

Your Role and Key Responsibilities

- Process all orders – e-commerce (from our US and UK/Global store), retailer wholesale and marketing.
- Provide fast and “above and beyond” customer service in all interactions with customers and think creatively about ways to optimize each customer’s experience via personalisation and empathy
- Manage product, order and delivery related queries:
 - Assist customers with choosing the right products (according to their specific concerns/hair type/needs)
 - Upsell and advise customers on how to use products
 - Assist customers with any issues regarding their order status
 - Liaise with warehouse over any issues raised by customers with regard to either orders or returns
 - Handle difficult customers with professionalism, dealing with late and missing orders, bad reactions and faulty goods



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- Avoid fraudulent and suspicious orders
- Become an expert on Flora & Curl's website policies, products, brand philosophy, including details on our ingredients and usage
- Manage relationships with existing retailers and on-board potential retailers through our standard wholesale process ensuring that retailers adhere to our wholesale terms, and have the necessary assets on their websites
- Assess and update stock levels on the US and UK/Global ecommerce platforms on a weekly basis and liaise with the warehouse and lab to keep stock in sync
- Actively manage and monitor inventory levels in our warehouse including incoming stock deliveries from the lab and other suppliers, new stock items, and informing customers and retailers about out-of-stock items.
- Prepare reports on returned and / or damaged beauty products, and lost or missing orders
- Assemble and manage other records and reports.

Required Skills and Qualifications

We would love to hear from you if have:

- **Customer Service:** A minimum 2 – 3+ years in customer service or hospitality (online and/or in person), preferably in retail or beauty related industry.
- **Customer Care:** An approachable style with a personal touch and a “no such thing as a stupid question” attitude to cultivate a happy customer care environment.
 - Via a people-centric approach: you listen attentively with patience and zeal to understand, empathize, demonstrate kindness in all interaction and are adept at managing stress and resolving issues; and
 - You are confident, courteous, and passionate about customer service and creating great experiences always.
- **Beauty savvy:** Ability to understand cosmetics/beauty related information and its science, being able to advise customers by utilizing knowledge expertise in describing and demonstrating our product range;
- **Inventory management:** Attention to detail and excel savvy to be able to keep an eye on stock levels to ensure stock is accurately recorded.
- **Process oriented and organised:** Have the ability to handle multiple enquiries and projects simultaneously with excellent personal organizational skills and high attention to detail.
- **Data manipulator and Computer Savvy:** Can derive insight from data and comfortable manipulating and analysing data and numbers. Extreme proficiency with Google Documents, Microsoft packages and particularly strong Excel skills will be appreciated.
- **Communication:** Excellent keyboard and written skills, articulate with good spelling and grammar. Fluent English language skills required with great communication skills.



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Our top candidates would also have:

- University degree or equivalent, and/or transferable work experience in a sales and customer service or beauty advisor/esthetician role
- Experience in managing stock or invoices (in a retail or warehouse environment)
- Experience working with an e-commerce website such as Shopify, Wordpress of BigCommerce will be a great addition.
- Experience in writing, developing engaging content and/or copy for a beauty brand or beauty related media.
- A keen interest in the beauty industry or natural/curly hair

If you're ready for an exciting challenge, this is the perfect opportunity for you to:

- Develop and utilise your customer service and inventory management skills in a fast growing beauty industry
- Understand how to grow a beauty (haircare) start-up from the point of view of customer and retail relations
- Learn more about the haircare and beauty industry in a fast growing innovative company
- Gain the ability to contribute, collaborate and add to the product development process by communicating with our ideal customers
- Be around other team members who are equally passionate about beauty
- Receive flexible working hours and team hangouts
- Receive free haircare products for you, family members and friends (need we say more?)

Location: UK (Birmingham or London), USA or Remote: work from anywhere.

Reports To: Founder and Managing Editor

Approximate Commitment: This is a managerial position requiring a parttime commitment of atleast 25 hours or 2-3 days a week to start and there is room for this this to be your next exciting full time career move depending on your qualifications. Email us for more information.

Commission: Paid Role



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About Flora & Curl

Hello, we're Flora & Curl!

Flora & Curl is a UK based haircare brand with a passion for empowering our customers to uncover healthy and more radiant textured hair. We are dedicated to putting the care back in hair care. Our aim is to grow our business with the same quality and integrity used in our products since our official launch in 2017.

Since 2017, we've received amazing testimonials attesting to the results of our plant powered, botanical haircare solutions for textured hair. Rooted in science, backed by nature, and crafted with care and conscience, we love creating naturally powerful haircare products for our customers all over the world.

How To Apply

Tell us about yourself and show off your personal brand by submitting a cover letter along with your CV to joinus@floracurl.com.

If you have a portfolio or links to your body of work (blog, videos, graphics, social media) we would love to see them!