

For over 30 years, the **UNIONBAY** label has been synonymous with quality and industry-leading design. Our success is founded on the excellence of our employees. At UNIONBAY, you will be part of a dynamic, creative, forward thinking, cohesive team; working together to succeed in the constantly changing and challenging fun fashion industry.

E-commerce Customer Experience Support

At UNIONBAY our Customer Experience team is at the heart of everything we do. This opportunity will give you exposure to all aspects of our Operations area so that you not only become a Customer Experience subject matter expert, but also so that you become a versatile asset to our overall Operations team. This role will interact with all levels of management but will work most closely with the VP of Customer Experience and a small team of long-time, knowledgeable associates who are key contributors from sales order entry all the way to allocation and distribution.

Responsibilities will include but are not limited to:

1. Responds to customer web inquires regarding online merchandise or service order
2. Assists customers with product selection, answers basic questions and suggests various product options that are available
3. Documents customer problems and inputs in ticketing system
4. Manages inventory on web site using Jesta I.S. and Business Intelligence reporting
5. Ensures prompt and proper resolution of customer queries by providing additional information or escalating/engaging others in the organization to provide a solution according to defined procedures
6. Learn relationships between UNIONBAY Sales, Merchandising, Customer Service, Distribution Center, IT and Finance to gain an overall general understanding of our operation
7. Act as a liaison between various departments within the company
8. Partner with the VP of Customer Experience to distill customer feedback into action by becoming a customer advocate

QUALIFICATIONS REQUIRED:

1. Bachelor's degree in business, economics, or related discipline
2. 2+ years of experience in sales order entry, accounting or customer service role, apparel industry highly preferred.
3. Excellent planning, organizational and communication abilities both written and verbal
4. Be curious! Demonstrated ability to think critically, valuate processes and recommend improvements when necessary
5. Desire to grow & passion for learning! This role has lots of room for development within UNIONBAY
6. Must have the ability to foster good working relationships within the company and with the appropriate external partners
7. Excellent sense of teamwork and flexibility
8. Ability to balance customer needs with business goals in developing solutions.
9. Ability to interact with senior level management, strong communication and presentation skills.
10. Demonstrated proficiency with personal computers, strong Excel skills highly desired,
11. Sensitivity, confidentiality, diplomacy, and strong ethics is required at all times.

Unionbay Sportswear is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, sex, religion, national origin, age, protected veteran status, disability status, or any other characteristic protected by law.