

Beauty Service Agent

GONGSHOW is looking for part-time Customer #BeautyService Agents to take our over-the-phone, on-the-web and in-person customer experience to the next level.

Quite simply, #BeautyService Agents play an irreplaceable role in our success as a company. The perfect Gonger aspires to be a fantastic advocate for our customer, delivering superior service and helping design the best service policies and infrastructure in the world.

A strong work ethic, communication skills, high levels of empathy and selling skills are paramount to this position. And since we're the fastest-growing lifestyle hockey apparel brand ever launched on the internet, your job will be fast-paced and constantly evolving. We want someone who is ready to take on a variety of responsibilities while simultaneously executing at a high level of tough service issues.

And...you will be called a Gonger, which is pretty sweet.

You...

- Will serve as the front line, on-call resource for all customers via phone, email, in-person, and on social media
- Can quickly and thoroughly solve problems for customers when deliveries, transactions and experiences don't go 100% as planned
- Are fully bilingual – English/French both written and oral
- Are ready to know our catalog and technology inside and out in order to offer style advice and help customers find what products they need to fill their particular needs
- Will work with our leadership team to develop initiatives that improve the customer/#BeautyService experience
- Are excited to provide thoughtful, strategic insight regarding customer needs to our product, marketing and technology teams
- Are active on social media, and very comfortable in your computer and typing skills
- Are proficient in Excel. Some data entry may be required.
- Are a people person - you enjoy socializing, are a happy person that loves life, and enjoy solving problems and making people happy.
- Are a team player - you think of ways to win as a team, not to add trophies to your own collection on individual wins
- Are located in Ottawa, Ontario, Canada or can re-locate easily
- Are 18 years of age or older
- Have, at some point in life, worn clothes.
- Can name the NHL legend that wore #99

Please submit your CV/Resume and portfolio to jobs@gongshowgear.com

No Agencies please – qualified applicants will be contacted for interviews.