

Position Profile:

The Customer Experience Specialist is responsible for assisting Curio wholesale, retail/e-commerce customers, and sales representatives with product and account information, order entry, order status and problem solving in a timely, pleasant and positive manner. This position is responsible for coordinating incoming customer orders accurately and promptly while representing Curio customer's best interest and ensuring customer satisfaction.

Work Responsibilities:**Customer Support:**

- Answer general questions for wholesale and/or retail consumers including store referrals, product information, product availability, pricing, order status, new product information and a history of the Curio Brands via phone, mail, or email
- Ownership of Salesforce cases from receipt to resolution
- Craft clear and concise responses to all email inquiries
- Collaborate with other departments to solve issues with accounts and/or individual sales orders
- Investigate and process order discrepancies including exchanges, returns, and credits, with documentation through Curio's RMA process
- Maintain accuracy of current accounts for Sales Reps, Wholesale and Retail customers
- Supply requested documentation for Wholesale and Retail customers
- Monitor and resolve UPS claims

Order Processing:

- Enforce sales policies, such as order minimums, tax ID collection, and payment management
- Collaborate with other teams for processing sample requests for showrooms, sales reps, wholesale accounts, and brochure requests for consumers
- Process consumer, employee, and accommodation orders

Collaboration

- Connect and collaborate with all Curio team members through Microsoft Teams/ virtual environment
- Assist Digital Marketing Team with projects as needed (such as reviewing digital content and testing digital functionality)
- Communicate issues, retail customer and consumer comments, and trends to Sr Customer Experience Specialist and Customer Experience Manager, or appropriate internal personnel

General Responsibilities:

- Supports CURiO Cornerstones and strives for individual leadership by using cornerstone behaviors in the workplace and in daily decision making.
- Follows all policies and procedures of the company. Works cooperatively with all departments, maintaining a positive work atmosphere by acting and communicating in a manner that promotes cooperation with co-workers, supervisors, and managers.
- Actively seek individual development through taking advantage of opportunities for skill enhancement. I Keep up to date with the latest best practices, trends, concepts, and regulations in the specific job area.
- Manage time effectively, meet personal goals and work effectively with other members of the team to meet CURiO goals.
- Follows all safety guidelines and polices. Makes supervisor/manager immediately aware of any observed safety issue. Keeps work area clean, safe, and organized.

Position requires extended work hours as necessary to meet seasonal deadlines. Performs other work as assigned.

Minimum Qualifications

- High School Diploma or equivalent

- One year work experience in a sales support role

Computer and/or software qualifications:

- Basic level of proficiency in Microsoft Excel, Word, Outlook

Core Competencies:

- Strong and professional communication and correspondence skills.
- Ability to effectively handle difficult people through de-escalation techniques.
- Ability to handle difficult and stressful situations with professional composure.
- Ability to listen and interpret from customer conversations.
- Skill in giving full attention to what other people are saying, taking time to understand the points being made and asking questions as appropriate.
- Ability to problem-solve a variety of situations.
- Strong attention to detail with ability to organize and prioritize multiple tasks and ensure on-time completion in a fast-paced environment.
- Ability to flourish in a team-oriented environment.
- Ability to process, maintain and protect company confidential/proprietary information

Preferred Qualifications:

- Associates Degree
- Previous CRM experience
- Experience in the specialty gift, department store or prestige/chain beauty distribution channels

Preferred Competencies:

- Knowledge and affinity for fragrance in general and personal care and home fragrance products, specifically

Travel Requirement: Less than 5%

Working Environment and Physical Demands:

- General office environment: Works generally at a desk in a well-lit, air-conditioned cubicle/office, with moderate noise levels.
- Ability to sit for hours at a time, viewing computer monitor on a constant basis. Some walking and standing relative to interaction with other personnel.
- Occasionally required to lift and/or move items weighing 10 – 15 pounds.
- Occasional exposure to dusty and fragrant conditions, varying temperature levels, work near moving mechanical parts, and high noise environments is possible.

*** Note: This job description does not restrict CURiO's right to assign or reassign duties or responsibilities to this job at any time. This document does not create an employment contract, implied or otherwise. It does not alter the "at will" employment relationship between the company and the employee.*