

VOLUSPA **Customer Service Specialist**

About Voluspa:

An introduction to Voluspa unveils stunning packaging design coupled with rare exotic fragrances, as the brand invites fans to seek everyday chic illumination. Founded in 1999, Voluspa is an industry leading luxury home fragrance brand. Voluspa designs, markets, manufactures, and distributes its products worldwide.

ROLE MISSION:

The Customer Service Specialist is responsible for providing our retail partners and sales representatives with exceptional customer service by meeting their individual needs and expectations, as well as serving as an ambassador of the Voluspa brand by promoting our philosophy, values, and brand education to the Voluspa community.

KEY ACCOUNTABILITIES:

- Process sales orders and communicate shipping dates and order status to our retail partners and sales representatives.
- Provide excellent phone support for questions and customer service-related issues.
- Support sales representatives by providing them with the tools and information they need to be successful.
- Educate sales representatives and retail partners about the brand, new product launches, and selling points.
- Follow up on quality leads; work with reps on opening new accounts.
- Build strong relationships and increase sales for new and existing accounts.
- Process customer order claims and track all orders to ensure on time deliveries.

EDUCATION:

- Bachelor's degree preferred

JOB REQUIREMENTS:

- Highly developed sense of integrity and commitment to customer satisfaction.
- Has pleasant, patient and friendly attitude.
- Strong detail orientation, and written communication skills.
- Excellent verbal communication skills and phone etiquette.
- Possess strong work ethic and team player mentality.

- Proficient with MS office applications.
- Netsuite (or equivalent) experience preferred.
- Must be able to travel up to 5% of the year.
- Perform all other duties as assigned.

SALARY:

- Depends on Experience

BENEFITS:

- Medical, Dental/Ortho, Vision Insurance
- Term Life Insurance
- 401k with matching incentives
- Paid Holidays and Accrued PTO
- Tuition Reimbursement