

# VOLUSPA **Digital Customer Experience Specialist**

## **COMPANY PROFILE:**

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 Digital Customer Experience Specialist is responsible for providing our customers with an exceptional experience across all touchpoints. Their efforts should delight Voluspa's customers and build upon loyalty and lifetime relationship with the brand.

## **KEY ACCOUNTABILITIES:**

- Act as the first interaction and general resource for customers by providing a strong knowledge of product, departments, policies and events.
- Results oriented analysis of all digital consumer touchpoints – provide ongoing feedback from customers to drive process, policy and product improvements.
- Maintain oversight of product presentation and seamless navigation & search experience on Voluspa.com and Voluspa.eu.
- Report on and monitor open orders across Ecommerce Platform and ERP to ensure order processing based on expected turnaround times.
- Serve as the primary contact for warehouse staff and shipping department to ensure smooth processing of orders.
- Provide a positive interaction with customers about new products and current or upcoming promotions.
- Timely phone and email support for inquiries and customer service related issues from Voluspa.com and Voluspa.eu.
- Support cross-functional relationships with Digital Marketing, Product Development & Business Development to ensure alignment of e-Commerce initiatives.
- Support the strategies developed to drive overall sales, digital roadmap, and achieve company goals.

**EDUCATION:**

- Bachelor's degree preferred

**Job Requirements:**

- At least 2 years' experience in customer service.
- Highly motivated to satisfy and connect with customers.
- Excellent written communication skills.
- Excellent verbal communication skills and phone etiquette.
- Strong organizational skills and the ability to multitask.
- Proficient with MS office applications.
- Shopify+ and SAGE 100 experience preferred.
- Results oriented self-starter with proven track record
- A team player who works well with others to get the job done.

**Salary:**

- Based on experience

**BENEFITS:**

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

**Voluspa is an Equal Opportunity and E-Verify Employer**