

VOLUSPA

Ecommerce Customer Service 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 continues to popularize the appeal of a luxe home-décor lifestyle, through innovation in its premium fragrances and candles.

ROLE MISSION:

The Ecommerce Customer Service 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 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 and timely processing of orders.
- Provide a positive interaction with customers about new products and current or upcoming promotions.
- Timely phone, live chat, SMS, 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 3 years' experience in customer service.
- Highly motivated to satisfy and connect with customers.
- Excellent written communication skills.
- Excellent verbal communication and phone etiquette.
- Strong organizational skills and the ability to multitask.
- Proficient with MS office applications.
- Experience in Ecommerce (Consumer Goods)
- Shopify+ and NetSuite experience preferred.
- Gorgias (Helpdesk) experience is a plus.
- Results oriented self-starter with proven track record
- Great with time management and keeps a strong attention to detail.
- Must be available to work some holidays (Black Friday and Peak Christmas sales period).
- 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