

Job Description

Job Title: Ecommerce Customer Experience Coordinator

Department: ECommerce

Reports to: Director of Ecommerce

FLSA Status: Non-exempt

Date: April 5, 2019

Summary: The primary responsibility of this position is to provide exceptional customer service to all Brixton.com customers via all channels of communication, and enhance the Ecommerce customer experience.

Ecommerce Responsibilities:

- Run day to day Ecommerce customer service operations with prompt and polite responses to customer inquiries, including but not limited to topics like:
 - Payment and shipping
 - Order status and adjustments
 - Fraud screening
 - Website functionality issues
 - Product returns and exchanges
 - Product availability
 - Product specs
- Manage implementation and use of software for centralizing customer communication across phone, email, live chat, and social.
- Work with IT and Ecom Analyst to compile and communicate weekly and monthly customer service reports, including:
 - Stats – Call/email/chat volume, response times
 - Feedback – Main topics concerning products and service
- Suggest changes to process and/or technology for ongoing customer service performance improvement
- Assist with experiential improvements for the website and ordering process, including:
 - Product info and imagery corrections and improvements
 - New features and functionality testing
 - Policy and procedure updates
 - Packaging and in-box experience
- Assist with monitoring and promptly responding to social comments
- Assist Brixton's global subsidiaries in handling various customer-service-related situations

General Operations Responsibilities:

- Assist with internal promo orders.
- Help organize special projects such as friends and family sale and Brixton company events.
- Manage webstore promo codes for internal and external customers.
- Work on special projects as assigned such as charity donations.
- Light and general assistance with Ecommerce photo shoots.

Skills and Education: Excellent phone and written communication skills, organization and documentation skills. Must be a self-starter, team player, and understand the basic flow of warehouse and inventory operations.

General computer competency

Some ERP experience

Customer Conflict Resolution