

## Customer Care Associate

The Customer Care Associate will be responsible for providing the highest level of customer care across a loyal and growing customer base. You must be able to offer excellent firsthand product knowledge and thoroughly understand standard shipping and handling methods for our products. You will be responsible for offering guidance to customers throughout the purchasing and shipping process as well as helping customers troubleshoot any issues that arise pre or post delivery of goods. An ideal candidate should have natural organizational skills, a friendly and professional personality, excellent communication skills and an energetic spirit. We're looking for someone who remains calm and clear under pressure and who is enthusiastic about design and sustainability. As a key member of the team, your role is integral to our passionate and growing studio.

### Key Responsibilities

- Provide guidance to customers based on excellent firsthand product knowledge
- Provide guidance in terms of material, finish, certification standards, dimensional information and customizable options for products
- Assist customers with order placement, changes, cancellations
- Answer incoming customer communications across all platforms : phone, email and chat
- Work with the production and fulfillment contacts to provide lead-time and shipping updates
- Use website and company database to process orders and shipments
- Receive and record payments
- Maintain accurate order records on website
- Maintain accurate records in office database including orders, shipments, payments and claims
- Proactively troubleshoot issues with customer until they are satisfied with the outcome while being mindful of minimizing impact on the studio
- Process incoming claims, including prompt and constructive communication with customers
- Assist with studio duties as needed - supply, restock and pick up, pack and ship, PO Box, etc
- Assist senior staff with projects as needed

### Represent Kalon Studios out in the world. This includes

- Ensure people understand what makes our work special
- Represent Kalon at studio events.

### Qualifications

- Flexible and resourceful person to oversee day-to-day office procedures
- One year background in customer service, retail, e-commerce or related role
- Self-motivated with a strong work ethic and excellent time management skills
- High degree of initiative and ownership
- Excellent written and verbal communication skills
- Strong resolution and decision-making skills
- Attention to detail and accuracy
- A passion for design
- Familiarity with various fabrication processes including woodworking, metalworking, etc. is a plus

### Please respond with the following to [careers@kalonstudios.com](mailto:careers@kalonstudios.com)

Resume

Cover letter

Two professional references

Date you can start