

# KALON CUSTOMER CARE ASSOCIATE

Kalon Studios is seeking a Customer Care Associate to join us in championing American-made, sustainable furniture design. We're looking for an excellent communicator who is warm, professional, and on top of things. You'll provide the highest level of customer care across a growing customer base and must be able to offer detailed production and product knowledge. You should remain calm and clear under pressure while troubleshooting any issues that may arise pre or post delivery of goods. Our customers often have many questions throughout the purchasing and shipping process and we'll look to you to offer thoughtful guidance along the way.

## Job Requirements

- + One year background in customer service, retail, e-commerce or related role
- + Excellent communication skills in clarity and tone, great with people and enthusiastic about design
- + Familiarity with various fabrication processes including woodworking, metalworking, etc. is a plus

## Skills

- + Flexible and resourceful person to oversee day-to-day office procedures
- + 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

## General 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

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

- + Resume
- + 2 professional references
- + Cover letter
- + Date you can start

This position is full-time and includes benefits. Candidates selected for an interview will be provided with a more detailed job description. First round of interviews are held via phone, second round of interviews are held on site.