



Customer Experience Project Coordinator

The Customer Experience Project Coordinator is a vital member of the Storm Creek Customer Experience [Service] team, responsible for providing sales support and project coordination for decoration orders, retail orders and key accounts. This position creates an over-the-top customer experience by ensuring smooth and accurate completion of decoration, retail, large and custom orders. This role requires a high level of organization and follow through to keep orders and workflow running smoothly. The ideal candidate has the ability to multitask and adapt to changing situations, along with a positive attitude and a customer-first mindset.

Job Duties Include:

- Enter all decoration and retail orders and obtain all required information and assets before passing to production.
- Facilitate all decoration and retail orders from PO through delivery.
- Field incoming calls resolve customer concerns and provide proactive follow up on customer orders.
- Communicate with sales and CX team any customer-specific issues holding up start of production, deadlines, etc.
- Work with art/production team on order status and communicate with sales/customers as needed.
- Coordinate any special order/custom order fulfillment needs as requested by customers.
- Daily review open projects/orders, acquire additional information needed and update information in the system.
- Serve as central customer services contact for retail sales reps and customers.
- Support inside sales team on key accounts, large and custom orders and other projects as assigned.
- Provide exceptional pre-, during- and post-sale experience to all customers.
- Maintain overall decoration knowledge; know best method for each product. Work with Art Coordinator to test new styles etc.
- Maintain cross training on all Customer Experience functions in order to provide back up to other CX roles.
- All other duties as assigned by management.

Qualifications:

- Bachelor's Degree
- Experience in coordinating or facilitating projects and servicing customers.
- Knowledge of the promotional products and/or apparel industry is a plus
- Proficient in all Microsoft Office applications and related computer skills
- Strong communication skills and the ability to interact in a professional manner to foster a positive work environment.
- Incredible organization skills with strong attention to detail.
- Solid deductive reasoning skills, with the ability to think through processes and make effective business decisions.
- Self-motivated individual who takes ownership of processes to manage them effectively from inception to completion.
- Ability to multitask and prioritize work to manage multiple projects effectively.
- Ability to meet deadlines, exercise continual follow-up, plan and facilitate effective communications.



Storm Creek has been designing and developing technical outerwear and apparel for 20 years. Based in Hastings, MN, we have a nationwide customer base in both retailers and promotional products distributors. We import our finished product from our longstanding factory partners overseas.

Storm Creek has a passion for outdoor-inspired apparel that includes innovative fabrics, unique design details, superior functionality and performance – all at an outstanding value. Our quality product is complemented by an outstanding customer experience at every touch point. Learn more about our company at stormcreek.com.