

Customer Experience Specialist

As a member of Storm Creek's Customer Experience (Service) Team, this position is responsible for providing outstanding phone and customer service support to internal team members.

Primary Job Functions:

- Communicating with customers through various channels; respond and route appropriately
- Processing orders, forms, applications, and requests
- Keeping records of customer interactions, transactions, comments, and complaints
- Communicating and coordinating with colleagues as necessary
- Providing feedback on the efficiency of the customer service process
- Maintain showroom and prepare for customer visits
- Special projects (mailings, warehouse sale prep, etc.)
- Data entry, CRM entry, CRM clean up
- Crossed trained on order entry and all other customer experience tasks for back up and overflow
- Register new customers and perform credit checks
- Maintain ongoing education on Storm Creek styles, features, colors, prices, etc.
- Other customer service and administrative duties and projects as needed

Skills/Qualifications:

- 2 to 5+ years of related work experience
- Mature and reliable
- Strong verbal and written communications skills
- Exceptional attention to detail
- Exceptional phone skills and desire to serve customers
- Cheerful, enthusiastic demeanor
- Comfortable dealing with all levels in an organization
- Computer skills: Proficient with Microsoft Office and able to quickly learn order entry software
- Self-motivated, with high energy and thrives in a fast-paced, growing business
- Team player

ABOUT STORM CREEK

We are a fast-growing, outdoor-inspired apparel company. Our mission is to create better products for the greater good. This means producing eco-friendly apparel that performs well, looks great, and **most importantly gives back. *To date, we've given nearly a half-million dollars in donations and product to local and national charities.*** Our core values are to always seek better, have passion for growth, and engage with purpose, as well as think and be curious. We have stayed true to these values in building a company that we are proud of. With thoughtful design, incredible quality, and a world-first ethos, we strive to exceed customer expectations with the best service and products available.

Our work environment is **fast-paced, collaborative, and fun!** We run our company on the proven Entrepreneurial Operating System (EOS). We offer an **innovative work environment** and opportunities for growth and advancement, **as well as the following benefits.**

- 401(k)
- Medical Insurance
- Dental insurance
- Flexible spending account
- Health Savings Account
- Vision insurance
- Company paid Life insurance/LTD/STD
- Paid time off
- Professional development assistance
- Referral program (we want more people like you to join our team!)
- Company learning and team-building events
- \$500 clothing allowance/signing bonus

ARE YOU READY TO JOIN OUR CUSTOMER EXPERIENCE TEAM?

If you feel that you would be perfect for this role and can help us build our brand of eco-friendly apparel, **apply now** using our initial **3-minute, mobile-friendly application.** We can't wait to hear from you!