

**DUKE CANNON SUPPLY CO., CUSTOMER AMBASSADOR**

COMPANY AND JOB OVERVIEW

Duke Cannon Supply Company is a fast-growing premium men’s grooming brand that is seeking hard-working, innovative, and solution-oriented team members to support its growth. Our brand was founded in 2011 and has doubled in growth for the past four years. We are distributed in over 30,000 retailers across the country and maintain a strong direct-to-consumer (DTC) business. Even more, the brand has over 200k followers on Facebook, 80k on Instagram, and its products have been recognized in numerous publications.

The Duke Cannon management team is seeking a ***Customer Ambassador*** to support online sales growth over the next several years. This job is for rock stars only. You must have a passion to work in a highly dynamic, fast growing, and entrepreneurial environment.

The ideal candidate has experience providing top notch phone and email customer support, and a track record of championing improvements to elevate customer experience. The individual in this role must match our customers’ passion for our products and what we do as a business. As a grooming brand, our presence in both online and brick-and-mortar retailers is important to drive trial with consumers. This role focuses on our online customers. Your mission is to facilitate a positive shopping experience from the moment they order to the moment they open the best smelling package on the planet. Your efforts will help turn lookers into buyers, buyers into loyalists, and followers into advocates.

CORE RESPONSIBILITIES

Manage Customer Support Email and Phone lines

* Receive and respond to all customer support emails and calls within the Service Level Agreement (SLA’s) time standard, including entering tickets into our customer support system.
* In close partnership with our Marketing and Web team, intake customer feedback or support needs received from Facebook or Instagram and enter into our customer support system.
* Resolve customer questions and concerns effectively and efficiently through active listening and clear communication. This may include processing changes to an order address, order cancellations, order changes, or partnering with our warehouse to correct shipping errors.
* Quickly escalate recurring issues or concerns to management for review and support.

Product Quality Data Monitoring and Reporting

* Quantitative tracking of product quality feedback and defect data in our customer support system. Defects could come from a production issue or shipping issue (damaged; leakage).
* Facilitate discussion weekly / monthly to report out on product quality data trends (by SKU, by production code, etc), cost impact of these quality concerns, and recommendations.

Customer Ordering Experience Continuous Improvement

* When a customer reaches out to us for support, what could we have done to prevent them needing to do that? As the ambassador for our customers, you must have a keen eye for how we can improve customer experience and the ability to propose changes which are grounded in data.
* Quantify and recommend to management improvements to customer facing processes including order placement, order tracking, website FAQ’s, or order email wording.

EXPERIENCE & QUALIFICATIONS

* High school diploma or equivalent
* 3 years of previous customer support, customer order management, or contact center experience
* Knowledge of customer service practices
* Experience using a Customer Relationship Management (CRM) or ticket system is desirable
* Strong knowledge of software applications including spreadsheet (MS Excel) and email (MS Outlook)
* High level of organization and attention to detail: Ability to ensure order accuracy, track and report comprehensive data, and manage customer ticket system so time-dependent tasks are delivered reliably.
* Strong interpersonal skills: Demonstrated ability to work with customers and internal teammates across all functions of the business. The ideal candidate must possess the ability to communicate clearly, personably, and represent the brand well.
* Reliability: Our close and hard-working team is counting on you. We expect exemplary attendance and punctuality.
* Resourceful: We value being scrappy – i.e., accomplishing objectives with fewer resources – is important. At times, the candidate will need to find new and creative ways to achieve goals or help us in support of additional job duties.