



**TITLE:** Ecommerce Live Chat Product Specialist

**REPORTS TO:** Associate Manager, E-Commerce

**FLSA:** Non-exempt

**LOCATION:** NYC

**OVERVIEW:** This sales-focused Live Chat position is responsible for providing an outstanding Customer Experience as part of their role interacting with customers online to develop and grow the Creedboutique.com business, on behalf of the International Cosmetics & Perfumes "ICP" -- the exclusive North American marketer and distributor for The House of Creed. This role will also promote and maintain the intrinsic company culture that fosters the firm's core values of: Transparency, Recognition, Accountability and Communication "TRAC".

## **CORE RESPONSIBILITIES**

### ***Provides excellent customer service via Live Chat including timely and professional responses***

- Manages incoming chats for CreedBoutique.com and also the customer service email to ensure clients requests are received and executed upon in a timely manner
- Resolves customer issues or questions by Live Chat; including research and preparation of reply correspondence with the ability to raise issues with management when necessary
- Manages customer expectations and builds loyal customer relationships
- Responds to multiple inbound chats; gathers and verifies required information as appropriate.
- Identifies current and prospective customer needs and determines appropriate solutions to resolve all issues and concerns
- Leverage tools and processes (including prepared responses) appropriately
- Recruiting new customers and qualifies leads and explains type of service or product offered that may be beneficial to the customer through Live Chat feature
- Identifies opportunities to improve the Customer Experience by recognizing consistencies of customer concerns

### ***Responsible for selling firm's products and services***

- Strives to accomplish and exceed set selling goals for the brand
- Strive to meet defined metrics for productivity, quality, and customer experience.
- Accurately updates the customer database
- Processes orders
- Other sales-related tasks consistent with function's evolving needs
- Answers the Customer Service phone line as well as responds to customer emails
- Communicates with the warehouse daily to ensure orders are accurate

### ***Executes planned events and promotions***

- Customer outreach during launches and promotions
- Works with warehouse to ensure all orders during launch /promotions are accurate & shipped in a timely manner

### ***Acts in accordance with the brand's signature Customer Experience training module***

- Provides personalized advice for customers seeking new fragrances
- Teaches customers about the fragrances by storytelling
- Utilizes the clientele system
- Leverages the client follow-up guidelines

### ***Champions and embodies ICP's practices and culture, including:***

- ICP vision to "Inspire our clients through beauty innovations and the narrative of luxury"
- Promoting the company and cultivating brand awareness with clients

## **REQUIREMENTS**

- Professional experience of at least 1 year of Live Chat, including 2 years e-commerce sales relevant experience, with a focus on customer service
- Work experience with a luxury brand in beauty (cosmetics or fragrance) is strongly preferred
- Proven track record of successful selling
- Outstanding customer appreciation & service skills, including ability to appropriately exhibit empathy, patience, and treating a customer the way they would expect to be treated
- Strong sense of urgency and good decision-making skills
- Must be self-motivated, dependable, and a positive presence
- Strong and insightful product knowledge to drive sales and suggest additional products/services.
- Ability to effectuate conflict resolution and problem-solving in a quick and organized manner.
- Understand and professionally communicate customer inquiry procedures and policy to customers
- Highly proficient writing skills, including spelling, grammar, punctuation, effective and respectful (English Language)
- Strong verbal communication skills (English) for communications with coworkers, managers, and clients
- Technical / Computer proficiency, including MS Excel and Word; keyboarding and navigating capability, including multi-tasking during customer interactions
- Must be flexible regarding work schedule, as position may require working holidays and/or changing hours worked as business needs require, and adaptable to working in a team environment

**Compensation includes competitive salary, PTO schedule, medical/dental/vision benefits, 401K plan and more**