

TITLE: Manager, E-Commerce Customer Experience

REPORTS TO: Director, Retail and Omni Experience

STATUS: Exempt

JOB OVERVIEW: This position is responsible for managing the E-Commerce business on behalf of the International Cosmetics & Perfumes (ICP) brands – currently CreedBoutique.com and soon-to-be Akro.com and Mizensir.com. This person will serve as the Manager, E-Commerce Customer Experience and plays a key role in crafting the online customer service experience for our rapidly growing e-commerce business as well as oversee a team of Customer Experience Associates. This role will also promote and maintain the intrinsic company culture that fosters the firm's core values of: Transparency, Recognition, Accountability and Communication.

RESPONSIBILITIES INCLUDE, BUT ARE NOT LIMITED TO:

- Drives online sales and the customer experience through team management, development and incentives
- Executes seasonal sales plans, with focus on driving increased transactions, delivering an exceptional customer experience, and achieving corporate objectives
- Manages the day-to-day customer retention activities, such as the follow-up program, sampling program, etc.
- Coaches and mentors the team using the Customer Experience in every opportunity, providing regular feedback
- Analyzes business metrics to track selling, identifying key trends and maximizing assortment opportunities to achieve continued growth and profitability
- Manages the day-to-day operations of the website as well as aiding in the creation of processes that provides consistency to the team
- Ensure optimal post-purchase experiences including order tracking, return and exchange processes and contribute feedback to optimize these processes through system or process enhancements
- Partner cross-functionally with Boutique teams to optimize omnichannel order and return processes, ensuring a seamless customer experience across channels
- Utilize analytics and primary application dashboards to identify trends in user behavior and provide recommendations to improve processes, resolve recurring customer issues, and achieve strategic and operational business goals
- Helps resolve customer service and site issues by collaborating with Digital Marketing, IT, technology/platform provider, Customer Service Team, Operations and ICP Warehouse partner to ensure positive and efficient purchase experiences
- Ad hoc operational responsibilities

REQUIREMENTS

- 2-3 years E-commerce relevant experience with a beauty brand, cosmetics/fragrance training preferred
- E-Commerce experience in a call center environment for a beauty or luxury brand
- Ability to effectively manage customer expectations and build loyal customer relationships
- Strong selling skills, customer service and interpersonal skills
- Excellent customer service skills
- Outstanding written and oral communication
- Enjoys interacting with customers
- Energetic and dependable
- Motivated and results driven
- Computer skills including Excel and Word

Compensation includes competitive salary, health benefits, PTO schedule and 401K plan