

Supergoop!

Supergoop! Customer Experience & E-commerce Coordinator

Who we are:

Supergoop! is the only prestige lifestyle brand 100% dedicated to UV protection, making it easy to incorporate SPF into your daily routine.

Who you are:

An outgoing and highly motivated problem-solver who loves working in a fast-paced environment. The ideal candidate will be tech-savvy and have a strong grasp of data and reporting, along with exceptional people skills.

As a CX and E-Commerce Coordinator, you will be an integral part of our fast-growing DTC business and team. This role will be responsible for creating a top-notch customer experience by developing amazing relationships with our customers, contributing to the ongoing evolution of supergoop.com and digital initiatives, and communicating customer insights to leadership. This role will report to the Senior Customer Experience Manager and is ideal for an ambitious self-starter with an interest in learning the DTC business and a passion for indie beauty and the Supergoop! Brand.

Primary responsibilities include:

Customer Experience

- Be the voice of Supergoop! to current and prospective customers, managing customer interactions across multiple systems, including CRM (email, live chat, phone) and order management, among others.
- Learn systems, processes and reporting quickly to deliver the best in customer service, while also becoming an expert on Supergoop!'s products, website, and brand.
- Continually track customer feedback to be used in developing Supergoop!'s digital experience, as well as to help inform brand, operations, and product strategy.
- Attend all product knowledge sessions to gain an expert understanding of Supergoop!'s products and respond to customer inquiries.
- Draw and report out on insights from customer interactions.

Ecommerce & Operations

- Liaise cross-departmentally between Customer Experience, Operations, Marketing and Product teams to help proactively and reactively resolve customer issues
- Identify opportunities and drive solutions to enable efficiency, specifically thinking about automation and operational efficiencies to help improve customer experience
- Be on the front lines of communication with our warehouse team, attending weekly status calls and liaising real-time to solve any customer issues that may arise
- Assist with supergoop.com site updates- be the voice of our customer in site experience brainstorming, assist with site merchandising and uploads, be part of QA team for all new site functionality and features
- Assist with management of onsite reviews using our onsite reviews tool
- Help oversee returns processes and programs with our returns technology vendor

Qualifications and Experience Desired:

Ideally some form of DTC experience, preferably in a customer-focused role. However, as an entry-level role, digital experience is not essential as we will provide necessary training, including ongoing coaching, development, and mentorship.

A successful Customer Experience & E-commerce Coordinator will possess:

- Exceptional written and oral communication skills and collaborative working style; thrive in team working environment.
- Superior organizational skills and ability to prioritize workload and manage multiple workstreams concurrently
- Excellent problem-solver, can quickly grasp new concepts and ask the right questions in the face of ambiguity.
- Innate ability to connect with people and leave a positive impact.
- Comfortable working in an entrepreneurial environment.
- Experience working with systems like Microsoft Office and Google Suite, enterprise CRM platforms like Gorgias and/or ecommerce platforms like Shopify + Yotpo (or similar systems) a plus, but not required.

To apply please send your resume to christine@supergoop.com