

# Customer Service Specialist



## Position Overview:

A key member of the Storm Creek Customer Experience Team, the Customer Support Specialist is responsible for providing outstanding customer and sales support. The ideal candidate is a highly motivated self-starter with proven customer service experience, eager to dig in and support customers and manage orders through the Storm Creek customer journey.

## Primary Responsibilities:

- Deliver timely, friendly, and knowledgeable customer communications, via phone, live chat, and email.
- Make clarification phone calls/emails to clarify order questions, notify of inventory issues, present alternatives.
- Closely monitor orders in the Storm Creek ERP system daily and ensure they are moving along to meet the customers' in hands date.
- Process returns and credits in a timely manner.
- Ensure order issues are researched, resolved, and appropriately communicated.
- Provide back up support to order entry team.
- Provide critical support to all sales activities.
- Work closely with inside and outside sales reps to bring orders to finish and provide over-the-top service.
- Ensure an excellent new customer onboarding experience.
- Maintain, enter, and expand customer and account data in the CRM and ERP systems.
- Actively participate in weekly team (L10) meetings, huddles, and rep updates
- Maintain ongoing education on Storm Creek styles, features, colors, prices, etc.
- Additional projects as assigned.

## Skills/Qualifications:

- 2 to 5 years of related work experience.
- Prior experience in the promotional products and/or apparel industry is a very strong plus.
- Exceptional attention to detail.
- Strong multi-tasker.
- Proficient with Microsoft Office Suite and Excel, and familiar with ERP and CRM software.
- Strong verbal and written communication skills.
- Ability to troubleshoot.
- Flexible and able to pivot priorities quickly.
- Stellar organizational and follow-through skills
- Team-first mentality.
- Cheerful and enthusiastic with a desire to serve internal and external customers.
- Self-motivated, with high energy and thrives in a fast-paced, growing business.

## **About Storm Creek:**

Storm Creek is a fast-growing, Minnesota-based, eco-made apparel brand serving three distribution channels: retail/resorts, corporations, and consumers. Thoughtful design, incredible quality, and a world-first ethos all add up to our mission of **BETTER PRODUCT FOR THE GREATER GOOD**. Our work environment is fast-paced, collaborative, and fun. We run our company on the proven Entrepreneurial Operating System (EOS) and our core values drive us daily:

- ***Always Seek Better***
- ***Have Passion for Growth***
- ***Engage with Purpose***
- ***Think and Be Curious***

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
- Shared Success Bonus Program
- Professional development assistance
- Referral program (we want more people like you to join our team!)
- Company learning and team building events
- \$500 clothing allowance

## **ARE YOU READY TO JOIN OUR 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!**