

Customer Service Manager

Customer Service - FT

Job Description

Saalt is looking for a full-time customer service director to maximize every experience our customers have with our brand. Our customers are passionate about our product and our mission, we want them to be equally passionate about every interaction they have with our people. We are in need of a well-polished writer who can bring delight to any interaction, multitask, give great tips on how to use a menstrual cup and make people smile. This position will also manage the rest of our CS team shifts to ensure all channels are covered and staffed and audit responses and train the team.

Company Description

At Saalt we create modern reusable period care without the toxins, the chemicals, and the wrappers you throw away every month! How refreshing and empowering. Our products make period care sustainable and we're making them available to everyone. We're a growing team based in beautiful Boise, Idaho, welcome to our community. We do more with less, make deliberate choices about our bodies, and believe everyone should know what their cervix is! We also work to end menstrual shame and period poverty by providing period care and education to women and girls in need. We believe periods should end sentences, not opportunity.

RESPONSIBILITIES ::

- Become an expert in all things menstrual cups and menstrual health TMI (You didn't think you were going to read that in a job description today)!
- Train the CS team on best practices
- Lead weekly team meetings
- Coordinate shifts and ensure coverage for all CS communication channels
- Audit CS responses and train for improvement. Develop CS training handbook with examples
- Lead initiatives to delight customers and build brand loyalty
- Delegate and respond to daily customer inquiries from Gmail, Instagram, Facebook Messenger, Amazon, YouTube and Facebook Groups
- Leave short and supportive responses in our Facebook Saalt Cup Academy to support and cheerlead new cup users quickly and efficiently
- Document processes and responses in our internal Guru Guide to help train team members and new hires
- Represent Saalt in online networking forums and local events
- Track customer complaints and investigate root causes. Provide feedback to management on how to improve products, processes and consumer information including instruction manuals and website tips, etc.

QUALIFICATIONS ::

2 + years experience in customer service preferred
Excellent written and verbal communication skills
Strong in spelling and grammar
Ability to work independently within a fast-paced environment
Ability to track comments and stay organized across multiple communication platforms
Strong attention to detail and analytical skill to solve customer issues promptly

Experience with customer service ticketing platforms a plus
Experience using a menstrual cup a plus

PERKS ::

Flexible Work Schedule - Hours flex between 7-7 pm, M-S
Team Events
Casual Dress Code
Flexible PTO
Health Insurance
Dental/Vision/Hearing/Life

www.saaltco.com

Skills ::

Facebook
Customer Service
Communication
Strong writer
Gmail
Ticketing Software
Customer Service
Zendesk

Job Details ::

Seniority Level - Associate
Industry - Consumer Goods
Employment Type - Full-time
Job Functions - Customer Service