

ADORE BEAUTY

Encoreship - Job Description

Position Title: Customer Experience Advisor

ABOUT THE ROLE

In your role as Customer Experience Advisor, you will engage with customers over channels providing product advice and helping customers with their orders. Your goal will be to make their experience a smooth, enjoyable and efficient one.

Location	Melbourne
Reports to	Customer Experience Manager
Direct Reports	None

RESPONSIBILITIES

- Attending to customer enquiries (phone/email/chat)
- Submitting customer orders
- Maintain service inbox – prioritising urgent enquiries, FIFO
- Notify of back orders
- Perform security checks
- Notify of stock exceptions
- Communicate with related departments via skype and slack

MEASUREMENTS

- Number of Case Resolves
- Average handling time
- Online chat conversion %
- Average online per session value
- Attendance and reliability
- Average time to resolution
- Average replies per resolve

ABOUT YOU

Attributes we are looking for are:

- A passion for all things beauty - skin, haircare and cosmetics

- Previous customer experience in retail
- Excellent written communication skills, with flawless grammar and spelling
- A customer service or sales background where you have had contact with customers either face to face or over phone/email
- A high level of organisation
- Comfortable using computers and the internet
- The ability to embrace a fast paced environment and constant change - you love learning new things and have a can do attitude
- Problem solving skills
- Reliable and professional

ABOUT US

Adore Beauty is Australia's longest-running online beauty store with over 250+ global brands and 13,000+ products ranging from budget to bougie. The company was started by Kate Morris in 2000, her vision was unique, to create a place where customers felt comfortable and in control of their own beauty journey.

Today, Adore Beauty is a bustling, quick-paced, passion-driven company employing approx 200 + team members. Every team member at Adore Beauty brings something special to the company and its culture - that's what makes us unique. The team at Adore Beauty all live and breathe the company values: we work for each other; we do the right thing; and we bring a positive energy to work each day.

In October 2020 we listed on the ASX with the biggest female led IPO of the year and we were also voted in the top 20 'coolest retailers' to work for in 2020.

Would you like an opportunity to be part of this fantastic Australian success story?