



Job Title- Customer Experience Specialist

Orange, CT- Full Time (37.5 hrs)

Job Description

The Customer Experience Specialist serves as a brand ambassador to our consumers and their families. The CES will assist with product questions through email, phone, and social media.

Responsibilities (including but not limited to):

- Respond to customer inquiries with tailored communication
- Build relationships through all customer contact channels
- Process customer transactions (replacements, refunds)
- Prepare and ship small parcels (less than 1lb)
- Front office support (reception, office management)
- Educate customers about use, care features and benefits
- Data Entry (orders, shipment labels)
- Create/Maintain standard operating procedures
- Offer support to the team with projects as needed
- Back up for order entry for sales team as needed
- Generate and maintain customer service reports using excel

Qualifications

- Compassionate and Caring
- Enjoys interacting with customers
- Team player who possesses the ability to work in a learning environment
- Working knowledge of Microsoft applications
- Ability to prioritize and manage multiple responsibilities
- 1 year (min) of customer service experience
- Experience of social media customer support and customer support ticket systems

About Trebco Specialty Products, Inc.

Trebco Specialty Products, Inc., is the parent company of the award-winning, WubbaNub brand. Our corporate office is located in Orange, CT.