

Natural Home Advisor

Reports to:	Customer Service Manager
Status:	Full-time, Regular
Location:	Corporate Office, San Francisco, CA
Exempt/Non-exempt:	Non-Exempt, Hourly
Incentive Comp:	Eligible

Coyuchi

Coyuchi was founded 25 years ago in Point Reyes Station, a small, rustic town on the Northern California coast. There, surrounded by ocean and forest, beach and bluff, we created a line of home textiles rooted in nature. Our signature bedding, made from 100% certified organic cotton, soon earned a loyal following among people who nurture a connection to the natural world in their lives and in their homes.

With the largest selection of organic cotton bedding and bath linens, Coyuchi is becoming the internationally recognized source for transforming your home into a natural sanctuary that supports, comforts and rejuvenates — mind, body and spirit.

Coyuchi is a multi-channel retailer with a robust wholesale business, international distribution and direct-to-consumer channels that include Coyuchi.com, Coyuchi at Point Reyes Station, CA and The Coyuchi Shop at ABC Home in New York.

Position Overview

The Natural Home Advisor facilitates an exceptional customer experience that supports our multiple sales channels that include direct to consumer e-commerce, brick and mortar retail, and wholesale. S/he will guide the Coyuchi customer through the purchase and care of our organic and natural home textiles, which includes bedding, bath, loungewear, and tabletop products that are made from 100% organic cotton, natural linen and natural wool. The Natural Home Advisor will assist in curating a product assortment that compliments the customer's home design aesthetic and function. S/he will also ensure the efficient and accurate processing of sales orders and product returns, while responding to any customer concerns or inquiries.

Expectations

At Coyuchi we expect an unwavering commitment to customer service with the ability to build productive relationships, gain comprehensive knowledge of our product line, and win customer loyalty. This requires the Natural Home Advisor to be a self starter, a creative problem solver with a positive can do attitude, and a willingness to improve processes. This is a results driven position, fueled by a passion for textiles and a desire to exceed customer expectations. S/He must be tech savvy and quick to pick up on new programs and processes to maximize their positive impact.

Primary Responsibilities

The Natural Home Advisor will work as part of a small team to increase customer engagement across multiple mediums (Phone, Email, Chat, Website, Social Media), respond to inquiries, resolve issues, and manage orders from order entry to returns. Common questions include product selection inquiries, general order support, product details and availability, website functionality, and general questions about the lifestyle brand. This role

will have established sales goals and incentives that promote up-selling. You will utilize a variety of systems including our main ERP, support ticketing, and website administration software along with standard Microsoft Office programs. We are available via email, phone, live chat, our company website, and social media. This role will collaborate with Finance, Inventory, Marketing, Operations, and Product Development to ensure a positive customer experience. This position has a strong administrative/data entry/technical component, as well as frequent interaction with customers.

General Skills

- Excellent written and verbal communications skills
- Strong administrative and computer skills with the ability to learn new systems quickly
- Listening ability, patience, calm under pressure, attention to detail
- Creative problem solver with the determination to provide a remarkable experience
- Ability to multitask under pressure managing a high volume of work
- Enjoys collaboration and working as team, but can also accomplish solo tasks effectively
- Knowledge and intellectual curiosity regarding customer experience, textiles, and the home
- Design and merchandising skills a plus, with the ability to recommend items based on color and style

Desired Qualifications

- Genuine connectedness to customers and customer service
- Strong computer skills with the ability to learn processes and systems quickly
- Previous customer service experience, either by phone or in-store
- Experience working within a boutique brand and its customers a plus
- Merchandising or retail sales experience
- Experience with textiles, home products or interior design a plus

To apply for this position, please provide the following information to jobs@coyuchi.com:

- Resume
- Compensation history for the last two positions you have held
- Cover letter with answers to the following three questions:
 - What do you consider an excellent customer service experience?
 - What does our tagline Nature Comes Home mean to you?
 - What excites you about Coyuchi?

Thank you for your interest in Coyuchi.