



## Position Description: **Customer Service Associate**

A Chirp Customer Service Associate (CSA) acts as a customer liaison, provides product and service information, and anticipates (or quickly resolves) challenges customers might face. Successful associates are accurate, efficient, patient, empathetic, customer advocates. CSAs confidently troubleshoot, take initiative, and enjoy the responsibility that comes with being empowered to delight customers. In many ways, CSAs function as backyard bird feeding therapists, listening to, and solving, issues customers have when they support local wildlife.

Chirp's mission to inspire connection to nature through the wonder of wild birds, when combined with its reputation for a unique retail experience and exceptional customer service, results in a unique community of nature-loving enthusiasts. Chirp CSAs support and grow this community, while embracing the strong sense of well being that comes from nurturing nature.

Chirp helps customers through a variety of methods and embraces broad retail channels: in person at our retail store, over the phone, via text / chat / email, online through our E-commerce store, and even via live video consultation. Chirp CSAs are expected to be tech savvy with the ability to move seamlessly across channels.

While wild bird-related experience is not a prerequisite for Chirp, a love of people and nature is. Success in this position relies on an innate ability for clear and thoughtful communication, the capability to quickly master new skills, and a capacity for empathetic connection.

### **Position Expectation and Responsibilities**

#### Customer Service

- Be honest and reliable
- Treat customers, co-workers, and equipment with respect and sensitivity
- Respond to and manage incoming customers, calls, emails, and online orders, ensuring customer needs and expectations are promptly met, avoiding tasks "falling through the cracks"
- Actively engage customers while building sustainable relationships and trust
- Handle customer complaints gracefully, provide appropriate solutions and alternatives; following up to ensure resolution

#### Business Management

- Perform retail transactions
- Maintain proper inventory levels and assist with supplier orders
- Stock merchandise for display in an effective and appealing way
- Keep records of customer interactions and file documents
- Follow established procedures, guidelines, and policies
- Keep display, storage, and work areas clean
- Perform opening & closing procedures, including balancing a cash drawer
- Assist with events
- Perform online order fulfillment, packing and shipping orders as required
- Help increase sales and decrease costs

+ Other duties as assigned



## Preferred Qualifications, Skills & Experience

- Honesty, reliability, and integrity
- Eagerness and capacity to embrace, and quickly master, new skills and procedures
- Empathy and compassion, ability to connect well with others, a sense of humor
- Excellent verbal communication and listening skills
- Ability to multitask, prioritize, manage time effectively, and perform with grace under pressure
- Proven customer support experience
- Customer orientation and ability to adapt/respond to different types of personalities
- Retail transaction and cash management
- Attention to detail
- High school degree

## Work Hours

- CSAs must be prepared to cover a portion of Chirp's operating hours, every day 10am - 6pm
- Flexible Part-time and Full-time positions available