



**Job Title: Customer Care Associate**  
**FLSA Status: Non-Exempt**  
**Reports to: Customer Care Manager**  
**Department: Dotcom Marketing**

**Job Description:**

We are a company selling on multiple e-commerce marketplaces and to brick-and-mortar retailers! We're looking for a dedicated and driven customer care professional to join our team! This position requires excellent computer skills, exceptional phone and written communication skills and the ability to offer solutions to customers. A successful candidate must have strong interpersonal relationship skills with the ability to handle stressful situations in a positive and mature manner.

**Purpose and Objectives:**

The Customer Care representative will provide support to consumers, online channel partners, and brick-and-mortar retailers. You will work towards corrective actions to keep a strong relationship with our online consumers. You will work with team members to work towards having superior products for our consumers. You will assist with order entry for our brick-and-mortar retailers to ensure the product can be produced in time to meet the retailer's timelines. You will also be responsible for inspecting, receiving, documenting, and refunding return orders.

**Essential/Specific Duties and Tasks:**

**Customer Service**

1. Assisting with, and monitoring daily activities of customer care operations including but not limited to:
  - a. Responding to all ecommerce and customer messages and channel partner tickets in a timely and thoughtful manner.
  - b. Processing and/or documenting returns, replacements, adjustments, and warranties.
  - c. Order entry for retail partners and manual order entry of online customer orders, as needed
  - d. Timely communication of backorders and order cancellations for all retailers.
  - e. Quickly becoming familiar with products and common issues
2. Work to fix not only the immediate issue but also dig for underlying problems and proactively document and hand them off for resolution.
  - a. Repeated or severe product quality issues and complaints that need to be reviewed by quality team.
  - b. Coordinating the resolution of damaged/defective shipments, replacement parts and lost shipments to resolve consumer issues.

**Criteria for Success:**

- On time responses
- Independent decision making on course of action
- Appropriate decision-making on course of action to take
- Appropriately works with internal teams for issue elevation and resolution
- Accurate documentation in defined systems
- Knowledge and fluency in partner systems and processes
- Knowledge and fluency in internal systems and processes

- Knowledge and fluency in product lines
- Development in overall tasks to handle independently

### **Warehouse Returns**

1. Inspect cartons for damage.
2. Process returns in SellerCloud, Amanti system, and ecommerce channels.
3. Sort returned products according to appropriate disposition requirements.

#### **Criteria for Success:**

- Independent decision making on course of action
- Appropriate decision-making on course of action to take
- Accurate documentation in defined systems

### **Product Merchandising**

1. Execution of defined EBC content for monthly product launches
2. Review and reporting of EBC and product page status for all products
3. Resolution of any listing issues with EBC, content, publishing or product management teams

#### **Criteria for Success:**

- On time publishing of EBC
- Accurate reporting of item publishing status
- Appropriate elevation of publishing or content issues

### **General tasks**

1. Adhere to company standards and policies to meet company objectives.
2. Follow all safety procedures required when performing job functions.
3. All other reasonable duties, as assigned.
4. Perform good housekeeping practices.

#### **Criteria for Success:**

- Adherence to safety policies and procedures
- Basic understanding of product line
- Basic understanding of channels of business

### **Qualifications (including Education, Physical Demands, Working Conditions, Equipment Used, Other Required Skills):**

1. Previous customer service experience, preferably in an e-commerce or emailed based setting is a plus.
2. Must be able to demonstrate proficient experience with Microsoft Office products, to include Windows, Excel, Word, Chrome, Email, web navigation, chat, and customer/order management systems
3. Excellent collaborator – working with internal & external partners to solve problems and gain consensus.
4. Adaptability/flexibility – Working constructively under pressure, responding resourcefully to change, and maintaining a confident and constructive outlook despite challenges, frustrations or ambiguity. Stays focused and maintains quality when handling multiple tasks at the same time, knowing when to consult others with critical viewpoints or experience to help make key decisions.
5. Exceptional communication skills with customers and team members; friendly and pleasant demeanor over email and phone.

6. Organized and detailed oriented. Excellent organizational skills, multi-tasking skills, and attention to detail.
7. Self-sufficient. Ability to work independently and make decisions with minimal supervision.
8. Must be dedicated, on time, and have great ability to multi-task as well as handle a large volume of customer interactions.
9. Must be able to communicate, read and write basic English.

### **Physical Demands and Work Environment**

**Physical Effort:** This is a stationary position that requires frequent sitting or standing, repetitive wrist motions, grasping, and viewing of computer screen. Ability to lift up to 85 lbs occasionally.

### **Working Conditions:**

Standard Working Hours: 7am – 3pm

- M – In office
- T – In office
- W – Hybrid optional
- Th – In Office
- F – Hybrid optional

Occasional overtime during the week

Mixed office and warehouse environment

Shared workspace

### **Work Location:**

- Mixed-On site and Remote

### ***LIMITATIONS AND DISCLAIMER***

The above job description is meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position.

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CURRENT INCUMBENT(S):

DATE LAST MODIFIED: 8/2025