Customer Care Representative

At Petcurean, we put high value in providing exceptional care to each and every customer, first and foremost our pet-parents! With this mandate in mind, the Customer Care Representative (CCR) will work closely with the customer care team to grow and support our cherished customers.

This role requires a skilled CCR who actively listens and engages customers in their questions and concerns, with a focus on dispute resolution and positive problem solving over social media, email, phone, and in person. This multifaceted role requires acute attention to detail, accuracy, strong organization and time-management skills, embrace of teamwork, and an ability to read, write and speak in English in a professional context. Fluency in a second language would be an asset, preferably French, Mandarin or Korean.

By actively providing top-notch service and nutritional advice, the CCR will enrich customers' understanding of our products and general pet nutrition. Continuous pet nutrition and product training will ensure that product expertise and the ability to provide ‘pet’sonalized nutrition advice stays current. The ability to adapt to new communication channels and technologies while maintaining best in class customer care is essential.

This position reports to the Customer Care Manager and will have a strong working relationship with the Marketing, Sales and Nutrition teams. The role is based at our head office in Chilliwack, B.C.

## Responsibilities

***Acts as primary customer care representative and pet nutrition expert***:

* Pro-actively address our pet-parents’ and retailers’ inquiries in a timely, courteous and professional manner providing accurate information and best in class customer care.
* Through various consumer-facing channels (social media, email, phone, and/or in person), answer questions including but not limited to pet nutrition and product inquiries.
* Responding publicly to customer questions or reviews on our websites or other platforms.
* Promote Petcurean brand values through consistent key messages per Petcurean guidelines and collect customer feedback.
* Provide ‘pet’sonalized nutrition expertise and product knowledge to our pet-parents.
* Manage sensitive customer issues through to resolution by identifying root causes and determining a resolution that puts pets first and provides best in class customer care.
* Administer customer care tickets and escalate urgent issues to appropriate team members as needed.
* Working to implement efficient communication techniques based on characteristics of each unique customer.
* Identify trends in customer issues/escalations while recommending and assisting in the implementation of controls to address the root causes.

***Advance Petcurean’s proactive customer care program by:***

* Sharing the Petcurean approach to pet nutrition.
* Remaining current with product changes and new product launches to ensure that information shared with customers is accurate.
* Tracking how consumers are hearing about our company/products and where they are at in the consumer journey.
* Assisting with promotional efforts such as social media giveaways or newsletter offers.
* Liaising with International consumers and distributors as needed to direct them to the appropriate contact in their region.

***Other Duties***

* Responsible for coordinating various retailer and consumer connection programs.
* Sending customers information or promotional material as needed via direct mail or courier.
* Willingness to roll up your sleeves and do what's necessary to get the job done and complete other duties as required within the same scope and level.

## Qualifications

* 1+ years of experience in a customer facing role
* Experience in the wellness industry, pet food or pet health industry is considered an asset.
* Animal Health Technologists/Veterinary Technician diploma or training in pet nutrition is considered an asset.
* Bilingual in English and another language is considered an asset (preferably French, Mandarin or Korean); demonstrated ability to effectively and professionally liaise in English and another language (both orally and in writing).

***Technical Fluency & Interpersonal Skills***

* Intermediate computer skills in Microsoft office and ability to learn to use new software.
* Experience in using a ticketing software or online chat platform is considered an asset.
* Proven ability to manage customer care inquiries and concerns within social media channels (Facebook, Instagram, Twitter, YouTube, Pinterest).
* Communicates at a professional level, is courteous and has a proven track record in providing solutions-oriented, exceptional customer care.
* Ability to establish and maintain relationships and collaborate effectively with internal and external stakeholders.
* Strong time management, process oriented and task management skills with the ability to work independently and closely as a member of a team.
* Proactive approach; always seeking new and innovative strategies and ideas with a “can do” attitude.
* Proven ability to empathetically resolve disputes, while continuously improving our customer satisfaction.

## Hours of Work

This is a full-time position with regular office hours from Monday to Friday. However, the nature of this position is such that some additional time with notice may be required and there is a possibility of work on weekends or during the evenings. Some limited travel may be required.

*I have read and agree to this job description*:

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Employee Signature Date