

**Job Title:** Customer Experience

**Career:** Opportunities for future career growth based on the needs of the company

**Hours:** Part time or Full Time options

**Education:** High school diploma or equivalent

**Experience & Skills:**

- Computers
- Phone communication and soft skills
- Customer service and/or retail
- Spreadsheets
- Salesforce experience preferred
- Experience interacting with clients on the phone

**Training:** On the Job training is provided

## **Job Outline**

Montana Fire Pits is a national marketing and design company that specializes in e-commerce. The niche... high-end outdoor living products. As we continue fast-paced growth, we look to build a customer support team with the goal of fulfilling our core values. One of our core values is that we are dedicated to an unforgettable customer experience from start to finish and we strive to be personal and personable.

The work atmosphere at Montana Fire Pits is like that of a tech company. We strive to provide an environment that fosters flexibility, innovation, creativity, and putting team members in a position to be productive and empowered. We are self-starters, problem solvers, and brainstormers. Each team member works together to help build a company we're all proud to be a part of.

At Montana Fire Pits, we often have new projects or challenges that require additional help, since we are a small team. This means there are always new opportunities to diversify the workload and take on tasks that aren't in the normal job description. Flexibility and ingenuity are key characteristics of our team culture

## **Job Responsibilities**

- Take incoming calls from customers and direct them to the appropriate person if not relating to customer service.
- Implement and maintain a system for communicating with customers prior to receiving the product and after the delivery has been made.
- Work closely with the supervisor to design, implement and improve automation.
- Effectively communicate with compassion and kindness to our customers and manufacturers as it relates to any issues that may arise, upholding our core values.
- Manage daily order support cases in a professional, friendly, and personable manner.
- Timely and efficient resolutions in order to increase customer satisfaction.

- Report weekly on established metrics.
- Communicate with team members as needed to meet customers' needs.

### **Pay and Benefits**

- Starting wage varies based on applicant's experience and years in the workforce

### ***If Full Time...***

- Professional office environment
- Affordable health plans for employee and family
- Paid time off and paid sick days
- 401K with company matching up to 4% (after 1 year of employment)
- Hybrid work-from-home optional and case by case
- Schedule: Monday-Friday, 8:30am - 4:30pm