

Specialist Customer Experience

MEJURI

Phone :
Web :

Job Summary

Vacancy :
Deadline : Jul 15, 2024
Published : Jun 15, 2024
Employment Status : Hybrid
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

Mejuri is the category-defining fine jewelry brand redefining luxury, your way. Feeling disconnected from an industry that typically markets to men, co-founder and CEO Noura Sakkijha leveraged her learnings as a third-generation jeweler to rethink the way women purchase jewelry—for themselves. In only seven years, and with a team of over 75% women, Mejuri has shipped over one million orders and opened retail stores across the globe, all while introducing new products weekly. As part of Noura's original vision to empower women to invest in themselves, the brand launched the Empowerment Fund to support underrepresented women and non-binary individuals with the tools to empower themselves. Mejuri continues to reach new customers through exciting community initiatives and expansion into international markets, such as the UK, Australia and Germany.

We are a team of retailers, creatives, technologists and strategists, and we are looking for someone special to join our team.

Specialist Customer Experience

Reporting into the Sr. Customer Experience Manager, this role will focus on continuing to enhance Mejuri's customer experience by devising new strategies to constantly create operational seamlessness across all areas of the department and continuously enhancing the customer journey.

As a CX Specialist, the main responsibility will be to assist in managing the CX agents, ensuring adherence to the department health metrics and agent KPIs. Subsequently, they will assist with recognizing trends and opportunity areas by analyzing agent performance metrics, customer feedback, and conversational insights. To ensure team cohesiveness, they must have strong knowledge in the delivery of SOPs, creating knowledge base articles, facilitating training, and devising contingency plans. They will also work cross-functionally to support end-to-end customer experience goals, initiatives and best practices across the organization. This role requires strong technical skills and an innate understanding of system connectivity, as it involves frequently assisting in platform management to optimize features, update workflows, and maintain technology to support the growing business and its evolving needs.

What you'll do

- Monitor any trends and feedback from our customers with proposed solution by thorough and consistent dashboard and report monitoring
- Ensure processes are properly being followed by agents and flag any relevant inefficiencies
- Consistently seeking continuous departmental improvements and innovation
- Main point of contact for escalations outside of the agency's ability or scope
 - Fraud monitoring and case management
 - Conversations/cases that may put brand's reputation at risk
 - Unresolved customer conversations by agency
- Maintain course materials to ensure they are in line with current operating processes, procedures and systems
- Help in executing continued learning and development initiatives such as knowledge tests, lunch and learns, product knowledge, etc
- Participates in weekly calibrations with agency, ensuring agency is aligned with Mejuri's standards in tone and brand voice, policies and procedures and overall experience expectations

What you'll bring to the table

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Benefits at Mejuri:

- A minimum of three weeks vacation, plus personal days and three religious observance days.
- A hybrid work model for all corporate roles.
- 'Mejuri Passport' which allows employees who meet specific criteria to work in other locations for one month per year.
- Comprehensive medical and dental benefits, including mental health coverage, and generous personal and sick days for our full-time employees. We also offer bereavement leave, including miscarriage and stillbirth support.
- Parental leave salary top-up of up to 80%, as well as a personalized return-to-work transition and accommodation plan for full-time employees.
- Semi-annual performance reviews.
- Internal coaching department and learning and development to support career growth and plans for everyone.
- A generous product discount!

Please note that these benefits apply to full-time employees.

Location:

At Mejuri we embrace a hybrid working environment and support our corporate employees to be successful whether they are at home or in the office. The primary purpose of our offices is to drive collaboration and deepen relationships with one another.

Accommodation / Accessibility:

Mejuri does not discriminate in hiring or terms and conditions of employment because of an individual's race, ancestry, colour, place of origin, religion, gender, gender identity, national origin, citizenship, age, disability, sexual orientation, family status or marital status, or any other protected category recognized by provincial or federal laws.

Should you require any accommodation, please inform us and we will work with you to meet your accessibility needs. For any accessibility-related assistance, requests for information in accessible alternative formats or to report any accessibility problems, please share in your application.

#LI-Hybrid

Along with our central mission and vision, we have guiding values that set the tone for where we're heading and how we work together. These values are behaviors that form our shared beliefs and approach to how we wish to work together at Mejuri, regardless of role, level, and work location. Our 8 core values help drive our decision making when we are cross collaborating, redefining luxury, and creating a sense of commitment and inclusion to help shape our company culture.

Our values are:

FIND A WAY | We break down problems into manageable steps, explore creative solutions daily, learn from failure, and adapt quickly

RAISE THE BAR | We share constructive feedback openly, continuously improve personal and team performance, collaborate and challenge for better outcomes

CUSTOMER OBSESSED | We actively listen to customer feedback, make decisions that impact customers positively, continuously refine product, service, or customer interactions

EMPOWERED OWNERS | We proactively address cross team challenges, willingly tackle any task big or small, take initiative, and lead by example

JUST DO IT | We make informed decision quickly, encourage experimentation and learning, encourage thoughtful risk taking, embrace change, and stay adaptable

HUMILITY | We acknowledge team contributions before self, acknowledge and learn from mistakes, maintain an open and receptive mindset, and promote a respectful work environment

CURIOSITY | We seek out new challenges daily, ask questions to understand deeply, reimagine and innovate to drive progress

DRIVE RESULTS | set clear goals and prioritize tasks, focus on high impact activities daily, monitor progress through clear metrics, stay persistent and solution orientated

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Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
