

ALICE + WHITTLES

CUSTOMER EXPERIENCE ASSOCIATE

Full-Time Summer Internship
Term: May 6th 2019 - August 23rd 2019

Alice + Whittles is a Sustainable footwear + Accessories dynamic online brand that employs natural, upcycled and recyclable materials to design elevated outdoor essentials.

The brand is born from the founders' experiences as UN relief workers on the frontline in Tunisia and sees more conscious fashion as one possible solution to a world starving for ideas, among other things.

Alice + Whittles is seeking a **Customer Experience Associate** to use their excellent interpersonal and organization skills to ensure the best experience for all customers across all the Alice + Whittles touch points: telephone, email, social and web chat.

As a part of this internship, the successful applicant will also participate in workshops, networking sessions and Lunch & Learns with Good & Well - a Toronto-based impact investment firm - alongside interns from several other social purpose businesses.

This position is partially funded by the United Nations Association of Canada through the Green Spaces Program <<http://unac.org/green-spaces/>>, which is supported by the Government of Canada as a part of the Youth Employment Strategy.

Key Responsibilities

- Act as first point of contact of the brand
- Respond in a timely and efficient manner to all incoming inquiries and correspondence, both internal and external and including a large number of calls and online chats.
- Track deliveries via shipping and couriers and follow-up on and problem solve any issues that may arise
- Administer placement of orders, refunds, or exchanges
- Take payment information and other pertinent information such as addresses and phone numbers

- Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure that the issue has been resolved via phone, email, mail or social media
- Inform customers of promotions

Must-Haves

- Exceptional interpersonal skills and the ability to understand customer needs
- Ability to multi-task, prioritize and manage time effectively
- Exceptional administrative, organizational and time-management skills
- Excellent communication and presentation skills
- Strong call handling skills and ability to actively listen
- Customer-orientation and ability to adapt/respond to different personality types effectively
- Enrolled in college or university full-time and intends to return after the internship
- Between the ages of 15 and 30 (inclusive) at the time of intake/selection, as per the [UNAC Green Spaces](http://unac.org/green-spaces/) wage subsidy program requirements <<http://unac.org/green-spaces/>>
- A Canadian citizen, permanent resident, or person who has been granted refugee status in Canada
- Legally entitled to work according to Ontario's legislation and regulations

Good-to-Haves

- Familiarity with CRM systems and practices
- Proven customer support experience
- Passion for ethical fashion and environmentalism

Pay / Hours

- \$15/hour for 37.5 hours/week
- Business hours are Monday to Friday, 9am-5pm

Application Instructions

Apply online via our application portal <<https://goodandwell.typeform.com/to/W0Nwv9>> and include the following:

- Resume
- A cover letter including answers to the following questions:
 - What will you bring to the internship?
 - What do you hope to gain from the internship?

- What does social impact mean to you?
- Describe a time when you faced a challenge. How did you approach it and what did you learn from that experience?

Application Deadline: February 7, 2019 at 11:59pm (extended).

Applications submitted via other methods will **not** be reviewed

Alice + Whittles is an equal opportunity employer committed to diversity and inclusion. We consider all applicants regardless of race, colour, religion, sex, sexual orientation, gender identity, national origin, age, disability, protected veteran status, and Indigenous status.