



## **CUSTOMER LOVE + MARKETING INTERN**

F/T Summer Placement

Term: May 6<sup>th</sup> 2019 - August 23<sup>rd</sup> 2019

### **The Opportunity**

Encircled is a fast-growing ethical fashion start-up with a five-year track record that's powered by a small but passionate team. We create versatile clothing that helps women build a minimalist closet that they love and actually wear. We design our clothing and basic essentials from sustainable fabrics, and produce them locally in Toronto, retailing 100% direct to consumer through our websites and pop-up shops. Encircled is proud to be a certified B Corporation.

Reporting to the Brand Experience Manager, the **Customer Love + Marketing Intern** will be key for driving an amazing customer experience through providing impactful and timely customer service, shipping orders and helping with pop-up shops throughout the summer.

Encircled is looking for a flexible, growth-mindset fuelled individual who will work closely with the Customer Love and Marketing team members at the Toronto office in the vibrant west-end Junction area and thrive in an often unpredictable and fast-paced environment. As Encircled is a small business on a high growth trajectory, this role will may offer a broad variety of responsibility on a day-to-day basis.

**The details of this role will vary but include cultivating the customer experience for the brand across all channels via:**

- Assisting with developing social media content
- Assisting with website updates
- Responding to customer service inquiries through our help desk (email), live chat, or on our social media properties (Facebook, Twitter, Instagram, or our blog)
- Recording and processing returns and exchanges in a timely and accurate manner
- Re-stocking merchandise and organizing inventory
- Leading shopping appointments in studio and providing sizing and style recommendations
- Hosting Encircled pop-up shops and other events
- Coordinating inventory counts and ensuring accurate inventory online

- Picking, packing and shipping of online orders
- Maintenance of the studio and storage facility to ensure cleanliness, organization and optimization of space
- Assisting the CEO with administrative tasks and office maintenance
- Other duties as required

### **Must-haves**

- Enrolled in college or university full-time, and intending to return after the placement
- Have a positive, can-do attitude. You're up for any task and ready to dive in and learn
- At least 1-2 years of experience in a retail or customer service environment
- Be aligned with our values
- Ability to take initiative, recognize when things need to be done and fix issues proactively
- A strong work ethic
- Able to work independently and prioritize your tasks
- Able to pick up new technology easily and quickly
- A passion for ethical fashion
- Be between the ages of 15 and 30 (inclusive) at the time of intake/selection
- Be a Canadian citizen, permanent resident, or person who has been granted refugee status in Canada
- Be legally entitled to work according to the relevant provincial/territorial legislation and regulations

### **Good-to-Haves**

- Experience on various social media platforms, such as managing accounts on Instagram, Twitter or Facebook
- Comfortable being on live video
- Comfortable taking photographs
- Experience with Adobe Creative Suite
- Experience editing photos and/or videos
- Experience with Shopify or another eCommerce software
- Experience with HTML
- Experience working in the fashion industry
- Experience using a HelpDesk system

### **Pay / Hours**

- Hourly wage of \$15/hour for 37.5 hours/week

- Business hours are Monday to Friday, 9-5. We're looking for someone to work during business hours with the flexibility for occasional weekend shifts for pop-ups

#### **Perks**

- Casual dress code at our office
- Free tea, snacks and coffee
- Opportunity to buy our clothing at a discounted rate for yourself, and friends and family
- Cool, start-up brand to add to your resume
- Opportunity to own projects from start to finish, and build something from the ground up

This company is a start-up that is experiencing high growth. It's a great opportunity to get in on the ground floor and grow with the company.

#### **Application Details**

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

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

- Resume or CV
- 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?

Encircled 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.