

Announcing an exciting career opportunity available with Chi O Creations at Chi Omega Executive Headquarters!

## CUSTOMER EXPERIENCE SPECIALIST

The Customer Experience Specialist works to ensure a positive shopping experience, whether online, at local or national events or in the merchandise boutique located at the Chi Omega Executive Headquarters in Memphis, TN. This position is a part of the Chi O Creations team and reports directly to the Director of Merchandising.

The Customer Experience Specialist is responsible for the following:

- Providing superior customer service to all internal and external customers.
- Welcoming and assisting all walk-in customers.
- Organizing the look and feel of the boutique and displaying seasonal and timely items in a creative way.
- Serving as the point person for mini-boutiques (small, booth-like boutiques set up at Chi Omega events nationwide).
- Serving as the primary customer service representative responding to all customer inquiries, order status questions and order troubleshooting issues.
- Maintaining records and tracking information related to order data, discount codes, products shipped, products backordered, the issues log, etc.
- Assisting with quality control procedures on customer orders.
- Processing customer returns and exchanges.
- Performing nightly and monthly financial closing processes and assist with accounts payable and receivable.
- Web site management: regular information maintenance, editing/sizing photos, uploading photos, designing banner ads
- Drafting initial design of flyers or other marketing materials with oversight and final approval of the Chi Omega Fraternity marketing department.
- Drafting and layout for e-promos with oversight and final approval of the Chi Omega Fraternity marketing department.
- Completing training assigned by the Director of Merchandising.
- Contacting appropriate vendors, shipping companies and suppliers, when necessary.
- Special projects and other duties as assigned by the Director of Merchandising.

### Required Skills:

- Exceptional attention to detail.
- Excellent verbal and written communication skills.
- Basic accounting skills.
- Knowledge of standard computer software packages such as Microsoft Word, Excel and Photoshop.
- Ability to work well in small groups and on teams.
- Willingness to cross-train and learn additional skills.

- High school diploma or higher education.
- Membership in Chi Omega preferred but not required.

The Customer Experience Specialist may be required to travel to support Chi Omega's national Convention, other national meetings, fraternal conferences, and vendor meetings. Travel will be limited and scheduled in advance.

This full-time position is located at the Chi Omega Executive Headquarters in Memphis, Tennessee. This position is non-exempt; salary will be commensurate with experience and qualifications. Chi Omega offers a competitive benefits package. Applications for this position will be accepted immediately.

Founded in 1895 at the University of Arkansas, Chi Omega is the largest women's fraternal organization with over 300,000 initiates from over 189 collegiate chapters. Chi Omega is an intergenerational women's organization forever committed to our founding purposes: friendship, personal integrity, service to others, academic excellence and intellectual pursuits, community and campus involvement, and personal and career development. Our web site is [www.chiomega.com](http://www.chiomega.com), and the web site for Chi O Creations is [www.chiocreations.com](http://www.chiocreations.com).

Qualified and interested applicants should send a resume' and cover letter, including salary requirements, and references to:

Susan Jewell

Director of Merchandising

Chi O Creations

Email: [sjewell@chiomega.com](mailto:sjewell@chiomega.com)