



## Customer Experience and Office Administrator Position Posting

The Customer Experience and Office Administrator delivers premium support to Bend Beauty's internal and external customers with an energy that is aligned with our purpose & values.

### Key Support Person – Ecosystem Controller

#### Revenue – 40%

- Manage all incoming customer communications and product fulfilment expectations via email, website, phone calls and either address or triage customer issues to appropriate team members
- Set the tone for customer success and service including ensuring alignment with company purpose and values in all written and verbal communications truly representing the 'voice of Bend Beauty'
- Provide product knowledge to existing and potential customers and be point person for all FAQ's
- With direction from marketing and revenue teams coordinate and ship all marketing materials and promotional packages
- Support on-boarding of new customers

#### Infrastructure – 60%

- Manage all aspects of the sales order process including invoicing, payment processing and fulfilment
- Co-ordinate out going packages and receive deliveries
- Manage all aspects of Barrington office while creating a supportive and welcoming environment
- Support accounting and operations activities
- Support special projects as needed

#### Human Dynamics

- Lead by example and use values as a decision-making tool
- Embody company purpose, values and the cultural commitments



## Ecosystem

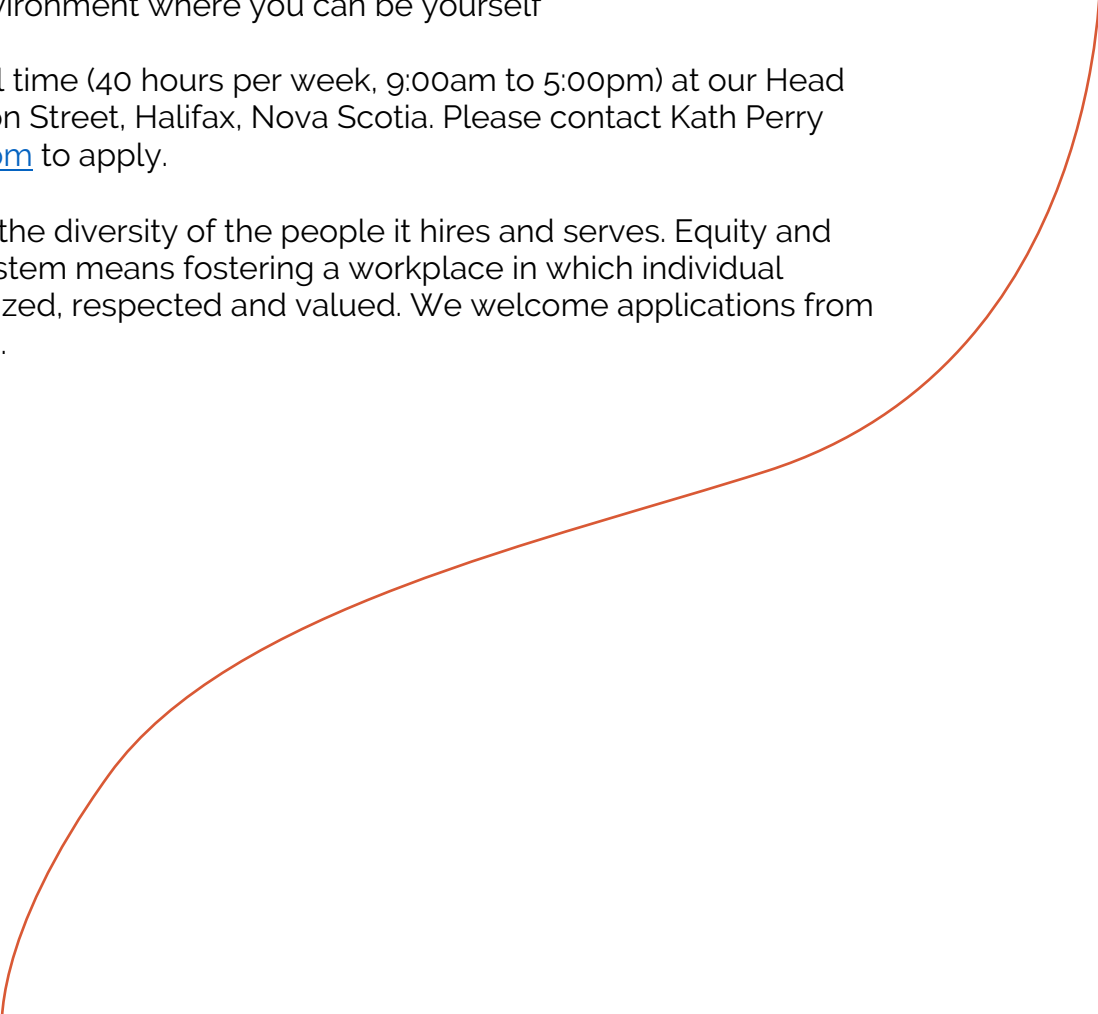
- Contribute to the implementation of approved business systems and process across the ecosystem

To be the right fit for this position you:

- Love to engage with internal and external customers
- Have experience with order intake, processing, and fulfillment
- Have exceptional attention to detail especially for data entry with proven track record of success around data entry tasks in past roles
- Have experience in entry level accounts payable tasks
- Love to learn new skills
- Are excited about working within a purpose-driven business
- Are eco-minded and strive to live sustainably
- Have a proactive attitude and are a good communicator
- Have strong organization skills and ability to multi-task
- Are passionate about healthy lifestyles and natural health products
- Enjoy working both independently and within a team environment
- Enjoy a work environment where you can be yourself

This position will be full time (40 hours per week, 9:00am to 5:00pm) at our Head Office at 1592 Barrington Street, Halifax, Nova Scotia. Please contact Kath Perry [kperry@bendbeauty.com](mailto:kperry@bendbeauty.com) to apply.

Our Ecosystem values the diversity of the people it hires and serves. Equity and inclusivity in our Ecosystem means fostering a workplace in which individual differences are recognized, respected and valued. We welcome applications from all qualified candidates.

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