



Customer Care Specialist

Brilliance in Diamonds is looking for a paid, full-time customer care superstar to be the front line of communication with our clientele. We are looking for someone with a warm personality and the ability to deliver customer service that captures the magic of love that is synonymous with the Brilliance in Diamonds brand experience. The ideal candidate understands the need for an exceptional customer experience, while having the ability to multi-task and stay organized. We mark the most important moments in people's lives - your involvement will contribute to the special occasions for our clients. This is a hybrid role that will allow flexibility in working in-store and remotely (5) days a week Monday – Friday.

The Role

- Consistently deliver a remarkable customer service experience by acting as the front line of communication (primarily via email, live chat, and social media messaging)
- Work extensively with customers to provide timely solutions including: order follow-up, shipment tracking, order updates, etc.
- Work with the Production Coordinator on changes to the order, client order timelines, status updates and rush requests
- Provide clients with the best possible experience with the company through effective communication, timely responses, and an upbeat attitude
- Proactively look for opportunities to improve the customer experience
- Help to oversee web orders, jewelry repairs, and custom projects
- Keeping client projects organized and managed
- Organizing all outgoing e-commerce shipments
- Collaborate with management to escalate customer issues when necessary to provide most seamless customer experience possible

About You

- Experienced with Instagram, Facebook, Pinterest and other social media platform
- Highly motivated, self-starter with excellent time management and prioritization skills

- Able to work as part of a team as well as independently
- A friendly, approachable personality
- Have a love for styling and accessorizing
- Have drive for success and a creative spirit
- Strong organization skills and dedication to completing tasks and projects in a timely manner
- Continuously adapt as the business evolves and grows
- Able to wear many hats and open to take on new tasks depending on interest, skills, and experience
- Ability to creatively and effectively problem-solve varying customer requests

Requirements

Bachelor's Degree preferred

Must be proficient in Excel and Mac computers and Google Suite

Exceptional written and verbal communication skills

How to Apply

If you think this sounds like you, we look forward to hearing from you, please make sure to include a cover letter in your application detailing the following:

Email us with the subject line "**Customer Care Specialist**".

1. Your favorite ring from our Instagram and why
2. Your resume, highlighting relevant experience
3. Why do you think you would be a perfect fit for this role?
4. Why do you want to work at Brilliance in Diamonds?

Join a one-of-a-kind company that is rapidly growing and wants you to grow and evolve with us!

We can't wait to meet you!

- Kevin and Liz 