



*Fine favors. Stylish giving.*

Apply to: [jobs@beau-coup.com](mailto:jobs@beau-coup.com)

### **Inbound/Outbound Customer Care Representative**

Beau-coup ([www.beau-coup.com](http://www.beau-coup.com)) is a leading online retailer for wedding favors, baby shower favors and other special occasion favors and gifts. We are a growing and profitable start-up company that has been in business since 2002. Beau-coup is regularly featured in prominent publications such as The Wall Street Journal, InStyle magazine and Martha Stewart. We offer a fun, energetic work environment. We are looking for an experienced, very professional customer care representative for our growing company.

### **Key Responsibilities**

Answer incoming customer calls, requests and/or complaints in a courteous and professional manner

Handle customer service inquiries including describing products and services available, quoting prices, processing and shipping times and selling merchandise

Place and quote customer orders efficiently and accurately

Responsible for detailed product knowledge and company policies

Respond to and investigate customer inquiries, concerns and issues via phone and email in a timely and courteous manner

Provide answers to inquiries relating to products, order status, shipments and any other questions that may arise

Contact customers and shipping carriers when necessary to follow-up on customer issues or orders

Outbound calling when necessary pertaining to backorders, discontinue notices, additional fees

Document all actions and responses in customer database

Ability to take on additional responsibilities as needed

### **Experience**

At least 1-2 years experience in telephone customer service and sales

Proficient with Internet and Outlook

### **Qualifications**

Attention to detail and strong organizational skills

Ability to learn very quickly

Ability to multitask

Possess excellent communication and interpersonal skills (phone and written)

Ability to make decisions quickly using good business judgment

Comfortable with numbers

Ability to organize tasks, prioritize and manage time efficiently

Provide excellent customer service with an upbeat, professional attitude in a fast paced environment

Punctual, patient, friendly, trustworthy strong team player

Associate's or Bachelor's Degree preferred



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### **Location**

The position is based in the company's headquarters in Mountain View, CA  
Conveniently located near the Hwy 101, 237 and 85

### **Salary and Benefits**

Temp to Perm

### **How to Apply**

Please reply to this posting with your cover letter and resume to [jobs@beau-coup.com](mailto:jobs@beau-coup.com). Please place **CUSTOMER CARE REPRESENTATIVE in** subject line. Beau-coup is an equal opportunity employer. We encourage all qualified candidates to apply.