

**Title: Bilingual Designer Care Associate**  
**Reports to: Designer Care Supervisor**  
**Department: Designer Care (Bilingual Team)**  
**Classification: Non-Exempt**

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**Company Information:**

Origami Owl is a direct sales customizable jewelry company started by a 14-year-old girl with a big dream. Our mission is to be a force for good; to love, motivate and inspire people of all ages to reach their dreams and empower them to make a difference in the lives of others. We believe in inspiring and equipping both our sales force and corporate team to live well-balanced, successful and transformational lives. We live by the Golden Rule, and highly value family unity, respect, personal growth, positivity, and a pay-it-forward mindset.

**Position Summary:**

Origami Owl's corporate culture is inspiring, innovative, and amazingly unique. The Designer Care Associate must love helping others and excel at going the extra mile. Our customers should feel the Origami Owl culture in each interaction. In this position, you have the awesome ability to provide outstanding customer service and represent Origami Owl in an enthusiastic and professional manner daily.

**Essential Duties/Tasks/Responsibilities**

*(These responsibilities must be able to be performed with or without reasonable accommodation)*

- Ability to work in a team environment and be a cohesive team player.
- Genuine desire to go above and beyond the call of duty and delight customers.
- Capability to assess the customer's needs and provide information in response to inquiries about products and services.
- Work with urgency when handling and resolving customer issues; resolve in a timely manner.
- Express sincere empathy for the customer's situation.
- Ability to handle complaints and unpleasant customers while using good judgment.
- Consistently handles every customer service situation in the best interest of both the customer and Origami Owl.
- Proficiency in using automated information systems to analyze the customer's situation.
- Contribute to the overall success of the department by suggesting improvements to the various processes and communications by the company.
- Willingness to build rapport and long-term relationships with our customers.



## JOB DESCRIPTION

- Demonstrate leadership, positive energy and integrity.
- Ability to excel in a fast-paced, high energy, environment; flexibility with quick changes in processes.
- Performs other allied duties as assigned by Supervisor.

### **Position Requirements**

- High School education or equivalent
- At least two (2) years of customer service experience; extensive bilingual call center experience preferred.
- Excellent writing and bilingual skills.
- Exceptional communication and verbal skills.
- Outstanding telephone etiquette and ability to operate simple office equipment sufficiently to perform job responsibilities.