

Title: Designer Care Associate**Reports to:** Designer Care Supervisor**Department:** Designer Care**Classification:** Full-Time/Non-Exempt**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.

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.
- 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 call center experience.
- Excellent writing and English grammar skills.
- Exceptional communication and verbal skills.
- Outstanding telephone etiquette and ability to operate simple office equipment sufficiently to perform job responsibilities.

While performing the duties of this job the employee must be able to sit continuously to perform essential job functions throughout the entire shift. May require walking primarily on a level surface for periodic periods, throughout the day. Requires interacting with others, interpreting spoken messages, constant keyboarding, sitting, hearing and talking are required. The employee will occasionally stand and walk, and infrequent bending at the waist, twisting of the upper body, kneeling, being mobile on even surfaces, squeezing and crouching are also required. Requires infrequent lifting and carrying of 1-25 pounds.

This position description is not intended to be and should not be construed as an all-inclusive list of responsibilities, skills or working conditions associated with this position. While this description is intended to accurately reflect the position's activities and requirements, management reserves the right to modify, add or remove duties as necessary.

Origami Owl is an Equal Opportunity Employer