



for little citizens of the world

**Position:** Customer Care Specialist

**Location:** Potrero Hill, San Francisco, CA

**Tea Collection** ([www.teacollection.com](http://www.teacollection.com)): Tea is a multi-channel children's apparel company located in San Francisco. We design and market our unique brand of children's clothing for sales and distribution through national and international retailers as well as our own website and catalogs. We are a fast growing company – recognized by Inc. 5000 for the past 3 years. We are passionate about our product and our customers and looking for smart and energetic people to join our team. This role is a great opportunity to get in on the ground floor of an exciting company and learn about the apparel industry by serving our customers in all channels.

**Job Overview:** Tea is looking for a Customer Care Specialist to support our customers as well as our sales team. The job includes responding to inbound calls from retailers and consumers. It requires developing a deep knowledge of and enthusiasm for our product and our brand, to effectively serve as a stylist helping customers place orders. This position requires constant contact with our customers, and every conversation needs to effectively represent the Tea brand. Attention to detail is critically important, as we strive to provide the best customer care in the business and ensure that each order is timely and accurate. In addition to interacting with our customers, the job includes executing many aspects of the core business operations. This includes managing order fulfillment, customer credit reviews and order processing, managing department store orders, and reaching out to retailers in preparation for tradeshow, just to name a few. This position is a fantastic entry-level opportunity for someone interested in working their way up in an extremely dynamic company that is on the move. We are ready to invest in the professional development of the right candidate, so you can grow with us.

**Qualification Requirements:**

- \* Passion for customer care a must
- \* Strong communication skills
- \* Highly intelligent and self-motivated
- \* Attention to detail
- \* Computer savvy
- \* Familiarity with spreadsheets, and/or a willingness to learn Excel
- \* Interest in fashion, and ability to communicate excitement about Tea's product
- \* Flexibility to work various shifts between 7am and 6pm PST

**Details:** Please e-mail your resume to [jobs@teacollection.com](mailto:jobs@teacollection.com). Include a cover letter letting us know why you are interested in this position and how this aligns with your professional goals.