



POSITION DESCRIPTION

JOB TITLE: Consumer Experience Coordinator
DEPARTMENT: Marketing
REPORTING TO: Consumer Experience Manager

SUMMARY:

Our Consumer Experience Coordinator will work closely with the Consumer Experience Manager to build meaningful and insightful connections with our consumers. This individual will be committed to knowledgeable, empathetic and exceptional customer service. Our Consumer Experience Coordinator will answer incoming calls and e-mails from customers, respond enthusiastically to inquiries and questions, effectively manage complaints, troubleshoot problems and provide information. This role requires an individual with great social skills who is adaptable, personable, empathetic, and self-driven. The ideal candidate must love customer service and be willing to go the extra mile to put a smile the faces of our loyal consumers.

DUTIES AND RESPONSIBILITIES

- Provide stellar Daiya product education to consumers through positive consumer interactions
- Manage consumer inquiries via phone and email in a professional, timely, and positive manner
- Provide customers with product information using available resources, including specific allergen information to efficiently respond to consumer inquiries
- Manage and resolve customer complaints
- Log and track customer complaints and document all call information according to standard operating procedures
- Identify and escalate priority issues
- Manage our sponsorship “Hello Sponsor” communication
- Additional duties may be assigned to support other marketing projects or team members, or duties may be changed to meet business needs.

EDUCATION, SKILLS & EXPERIENCE

- Relevant Degree/Diploma in business or related discipline
- At least 3 years’ experience in customer service/consumer experience or related roles including retail sales
- Knowledge of consumer-packaged goods in the food industry and/or natural health industry
- Able to work autonomously with minimal supervision in high pressure environments.
- Proven ability to deliver outstanding customer service to a diverse consumer base
- Exceptional skills in Customer Relationship Management.
- Excellent communication skills, both verbal and written
- Able to work independently and as a part of a team.
- Strong organizational and time-management skills.
- Ability to handle multiple projects in a fast-paced environment.
- Demonstrated analytical, problem solving and decision-making abilities.
- Understanding of plant-based diets, allergens, and nutrition is an asset
- Strong working knowledge of Microsoft applications including Outlook, Excel, Word, etc.

HOW TO APPLY

Please submit your application to hr@daiyafoods.com with “Consumer Experience Coordinator” on the subject line.