



POSITION DESCRIPTION

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

SUMMARY:

Our Consumer Experience Associate 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 Associate will answer incoming calls, messages through our social media platforms and e-mails from customers. 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, social media 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 questions
- Manage and resolve customer complaints
- Log and track customer complaints and document all call information according to standard operating procedures
- Identify and escalate priority complaints
- 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 5 years' experience in customer service/consumer experience or related roles
- 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 software
- 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
- Strong working knowledge of Microsoft applications including Outlook, Excel, Word, etc.

BENEFITS

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- Competitive wages
 - Extended Health benefits fully paid by Daiya for your family
 - 3 weeks' vacation
 - 3 PTO's (personal time off)
 - RRSP matching your retirement contributions
 - Annual personal health and wellness fund
 - Fun and creative environment
 - Inspiring and innovative work
 - Smart and passionate teams
 - Making people and the planet a healthier place

HOW TO APPLY

Please submit your application to careers@daiyafoods.com with **"Consumer Experience Associate"** on the subject line.