

Customer Experience Specialist | Sweet Wynns

Location	Sweet Wynns 1209 E Main Street, Suite A Richmond, Virginia 23219	Working Hours <i>Schedule Options</i> <i>(Part-Time)</i>	Mon - Thu, 9:00 AM - 1:00 PM Mon - Thu, 1:00 PM - 5:00 PM Mon - Thu, 5:00 PM - 9:00 PM
Salary	\$15.00 - \$16.00 per hour	Age Requirement	18+

Description

Sweet Wynns is an ice cream making workshop located in Downtown Richmond that focuses on teaching our guests how to create premium ice creams from scratch. We strive to create an unforgettable experience that brings joy to ice cream lovers around the world.

We are seeking a dedicated and personable Customer Experience Specialist to join our team. The ideal candidate will be responsible for ensuring exceptional customer service by managing private event bookings, responding to customer inquiries, handling customer feedback, and coordinating upcoming workshops.

Responsibilities

- Manage private event bookings, coordinating with customers to ensure all details are handled smoothly.
- Respond promptly and professionally to customer inquiries via phone and email.
- Collect customer experience survey data and respond to feedback appropriately.
- Monitor and respond to customer reviews on Google and Yelp, addressing any concerns and maintaining our brand's reputation.
- Schedule upcoming workshops, ensuring all details are properly organized.
- Assist with other customer experience activities as needed to enhance overall customer satisfaction.

Requirements

- Must be 18 years of age or older.
- Proficient in Microsoft Excel and Microsoft Word.
- Excellent verbal and written communication skills.
- Strong organizational skills with the ability to multitask and prioritize effectively.
- Previous experience in customer service is preferred.
- Ability to work independently as well as part of a team.
- Positive attitude and a passion for providing exceptional customer experiences.