



Symbiosis

Customer Experience Executive

We're looking for someone to deliver a great customer service ensuring the best possible experience for our customers throughout the whole customer journey. You'll make sure that as we start selling our products, we are fully in control and giving our customers an amazing service and experience.

The Role You'll Be Responsible For

- Managing the customer service and overall experience on our own e-shop and other sales channels, including B2C & B2B customers.
- Responding to queries on social media in a timely manner.
- Reporting common patterns of complaints or queries to the Manager and company Directors. And following up with customer reviews and liaising with the Marketing Team for positive reviews to be promoted on our social channels.
- Helping to refine and be responsible for documenting all customer journeys, processes and treatments to the highest standard.
- Communicating with external contacts including warehouse, 3PL and courier team.
- Supporting customers throughout the entire customer journey.
- Dealing with refunds and returns in all sales channels.
- Assisting with assembly of samples for photoshoots.
- Assisting the Business Development Director and E-Commerce/Digital Manager in spotting any errors or making improvements on our product listings, website etc, whilst ensuring customer journey is as smooth as possible.

You Should Apply If

- You have a genuine interest and previous experience in Customer Service, or Customer Experience or Marketing.
- You're fluent in English, in Greek and ideally, an additional language (French/ Spanish/ German) with impeccable verbal and written skills.
- You have analytical skills to forecast and identify trends and challenges
- You have a strong sense of teamwork and great organisation skills.
- You're comfortable with multi-tasking and working under pressure whilst maintaining a positive "can-do" attitude.
- You share our vision for a harmonious sustainable future and our values of innovation, ethics, creativity and well-being, and you are willing to act to improve our planet and society.

Why You Should Apply:

- To be part of a growing start-up company with a big vision and a great purpose
- To work in a dynamic, friendly, and creative environment
- To have the ability to grow with us and join a continuous learning culture