

# Job Posting: E-Commerce Customer Service & Fulfillment

To apply: Please send resume to [jobs@LoveMyBubbles.com](mailto:jobs@LoveMyBubbles.com)

**DESCRIPTION:** Bubbles Bodywear is a small but growing vertically integrated company seeking a positive, responsible, nice-to-the-core team member to provide exceptional customer, sales and shipping support for our shapewear products - which include our famous padded undies, booty/hip pads and other curve-enhancing exclusive shapewear styles. Still here? Great – then please keep reading!

**LOCATION:** Our facility is centrally **located in the Edgewater/Wynwood** neighborhood of Miami.

**PURPOSE:** To uphold customer satisfaction by providing hands-on problem-solving solutions through daily Customer Service, Inventory and other related administrative functions.

## DAILY TASKS/OBJECTIVES:

1. Process shipments (print/pack e-commerce orders)
2. Inventory>Returns/Exchanges Handling
3. Answer Customer **phone** calls, reply to Customer **emails** & “**Chat**” with Customers
4. Resolve customer complaints with a **calm temperament, composure and respect**
5. Become a Bubbles **product expert** to provide advice and shopping assistance

## QUALIFICATIONS:

1. Experience in apparel Retail, Customer Service and/or Ecommerce business is preferred.
2. Strong communication skills. English required.
3. In-depth knowledge of customer service principles/practices.
4. Exceptional and creative **problem-solving** skills.
5. A **positive** disposition and a strong willingness to help people. If you’re a “grumpy gus” please do not apply.
6. You will be supporting the sales of intimate apparel products. Candidates must be comfortable with discussions about undergarments, body image and sizing. This position requires discretion, open-mindedness, tact and a kind disposition.

## SKILLS & REQUIREMENTS:

1. References. We check them.
2. Presence in our Miami facility. Sorry, but remote work is not possible.
3. Strong computer skills (using Word, Excel and Outlook) and English writing skills are a plus.

4. 2-3 years of experience in a fast-paced environment.
5. Some may find this to be a physically demanding job – there may be days that you will be on your feet most of the day. Bending, reaching and light lifting are requirements of the job.
6. Ability to adapt quickly to process changes.
7. A strong work ethic with appreciation for punctuality.
8. Ability to pass a pre-employment criminal background check.
9. Note for those who love fake/long nails: Product handling requires smooth, trimmed nails.

## **OUR CULTURE:**

Teamwork makes the dream work here at Bubbles Bodywear! We are a laid-back but professional work environment with an optimistic, upbeat atmosphere. **Our current team has been employed with us from 6 to 11 years.**

- We're all about work/life balance.
- We love Problem Solvers! If you see a problem and you lay awake at night thinking about the best ways to fix it, you're our kinda person.
- We encourage and promote an environment of **teamwork, kindness, honesty** and **maturity** amongst co-workers. A person with a **positive attitude toward work and life** will sync best with our corporate culture. If you're a generally negative "grump gus", please don't apply.
- We are a **drama-free** and **drug-free** workplace. Smoking is not permitted on the premises.

## **COMPENSATION, BENEFITS & PERKS:**

1. Our Compensation packages *have always been* highly competitive, Hourly and commensurate with experience/education.
2. Paid Time Off for Full-time team members
3. Health Reimbursement Account (choose your own insurance and be reimbursed for premiums)
4. *...and a happy & comfortable place to go to work in the morning!*

**To apply or inquire further please send your resume to [jobs@LoveMyBubbles.com](mailto:jobs@LoveMyBubbles.com)**