

# Customer Support Specialist

Consolidated Shoe Company, Inc. - Lynchburg, VA

## Job purpose

The customer support analyst provides unparalleled customer support by acting in a consultative selling role, increasing customer satisfaction and retention, supporting sales executives, and developing long-term relationships with customers.

### ● Duties and responsibilities

- Increases sales by tracking and identifying emerging trends and sales opportunities and communicating offers to customers
- Maintains close communication with influencer customers to get product feedback and to gain insight into successes and challenges at retail
- Performs various customer support duties related to shipping, substitutions, extensions, returns, samples, mark-downs, chargebacks, and credit card declines
- Increases productivity and sales activity by providing support to sales executives
- Develops solutions to customer issues and concerns
- Ensures that sales are captured by entering orders accurately and efficiently
- Develops a deep understanding of customers, territories, and products for use in daily work and analysis
- Works closely with and provides support to the product development and the marketing teams

### ● Skills and qualifications

- Excellent communication skills with an overall teamwork mindset and a strong work ethic
- Detail oriented with excellent organization and project management skills including the ability to multi-task and prioritize projects
- The ability to think critically, analyze information and solve problems
- Natural curiosity with a willingness to learn and improve
- Highly collaborative
- Ability to receive input and feedback
- Associate's degree
- Strong servant leadership and customer support mentality
- Strong verbal and written communication skills
- Strong analytical capability and attention to detail
- Proactive self-starter that manages customer relationships and follows-up accordingly
- Continuous improvement mindset with particular strength in solving

problems in innovative ways

- Adept at working and thriving in teams
- Proficient in use of computers and software (Excel, Word, Microsoft Office, CRM Software, etc.)

### **Working Conditions**

The customer support analyst position is a full-time position. Standard office hours are 8:00 am-5:00 pm M-F. Some nights, weekends and travel may be required.

### **About Consolidate Shoe Company**

Since 1898, Consolidated Shoe Company, a leading fashion footwear company, has relentlessly pursued new styles and reinvented footwear classics for the modern woman. Coupling the strengths of the world's most recognized shoe designers with in-depth research into the needs of the market, CSC continues to be an innovator in the footwear industry. Our strength lies in our ability to provide a curated selection of quality lifestyle fashion for all of the moments in a woman's life.

*For more information on Consolidated Shoe Company, visit [consolidatedshoe.com](http://consolidatedshoe.com) and our retail site, [MustHaveShoes.com](http://MustHaveShoes.com). Our keystone brand is Off the Beaten Track which can be found at [otbtshoes.com](http://otbtshoes.com)*

CSC is an equal opportunity employer. It is the policy of CSC that there shall be equal employment and advancement opportunities for all individuals without regard to race, creed, color, sex, religion, age, marital status, national origin, disability or status as a disabled veteran or veteran of the Vietnam era. This anti-discrimination policy applies to all areas of employment, including recruitment, application for employment, hiring, compensation, training, benefits, promotion, demotion, transfer, layoff and termination.