



Join an ethical and award-winning outdoor clothing brand that has recently evolved into an employee owned company, as a Customer Experience Manager.

Páramo Directional Clothing designs and distributes durable garments for outdoor people, using unique and superior fabric systems to keep them comfortable in extreme environments. The products are indefinitely renewable using Nikwax® aftercare and their innovative design allows the garments to be recycled at the end of their useable lifetime.

We develop our products in-house, from the headquarters in Wadhurst, East Sussex, with the garments manufactured at The Miquelina Foundation in Bogotá, Colombia. This partnership started in 1992 and has assisted over 10,000 vulnerable women to find a better life, away from prostitution or exploitative situations. With Páramo's support, the factory has carried the World Fair Trade label since 2017.

We have an ongoing dedication to minimising our impact on the environment and a devoted group of people to help develop the business. Páramo has recently transitioned to Employee Ownership, which will protect and build upon our purpose and values, whilst securing a bright future for all employee owners.

We highly value our employees, whom we are proud to call Partners, and this is an exciting opportunity to join our company.

The Role

To provide exemplary and engaging service to Páramo customers, the continuous improvement of service standards and understanding of consumer habits, to ensure that the consumer is always placed at the forefront of the brand.

You Will

- Provide advice to customers, answering their enquiries on product selection, features, benefits and product care; through all points of access to Páramo
- In collaboration with all areas of Páramo, develop and implement customer service standards, procedures and systems
- Record and report on customer service standards across Páramo, suggesting and assisting with the implementation of improvements
- Ensure the resolution and recording of all customer complaints and disputes, to the agreed company standard and process
- Work closely with Páramo Marketing, provide advice, where required, to social media comments and messages, monitoring and recording feedback
- Utilise customer feedback, complaints, questions and trends; to manage, maintain and improve the customer service information on the Páramo website, FAQ database and other resources
- Ensure that customers are responded to in a timely manner and queries answered at the first point of contact, where possible
- Provide support to the Customer Contact Administrator, gaining experience of all customer access points and ensuring the ability to cover this role in their absence
- Oversee all team processes and ensure that projects, plans and procedures are in place to support them. In addition, oversee and assist with internal Páramo product training.

You Will Be

- Self-motivated and customer focused
- Experienced in working in a customer service admin environment
- An effective communicator with good written and verbal skills
- Proficient in using social media platforms
- Adept with IT packages, including Microsoft Excel and PowerPoint
- Educated to GCSE level (or equivalent) in Maths and English.

This role is office based with the potential for hybrid working.

The Rewards

- Competitive benefits and rewards including pension, health cash plan, profit related bonus scheme and free childcare at a local nursery
- Work in a friendly and informal environment
- Work for an employee-owned business where you can clearly see the effect of your efforts
- Work for an international company with values that you can believe in.

We are passionate and committed to being an inclusive and diverse employer, encouraging different perspectives and experiences to make us a more innovative and creative workplace.

To Apply

If you would like to apply for this position, please send us your CV & Covering Letter (clearly stating your salary requirements) by not later than Sunday 26th February 2023 to recruitment@paramo.co.uk

Candidates must be able to provide evidence of their right to work in the UK.

To view details of the Páramo Job Applicant Privacy Notice, please visit <http://www.paramo-clothing.com/blog/en-gb/careers/>