

# BADGLEY MISCHKA H O M E

## ACCOUNT MANAGEMENT & CUSTOMER SERVICE REPRESENTATIVE

### About Badgley Mischka Home:

Mark Badgley and James Mischka launched their namesake brand in 1988 and since the beginning Badgley Mischka has captivated the fashion press and prominent retailers around the world with their sophisticated style that caters to a younger, more modern couture customer, without forsaking women of any age. The design duo has made their mark over the past two decades with glamorous, stylish, and wearable evening wear and accessories. Mark Badgley and James Mischka have been hailed by Vogue as one of the "Top 10 American Designers" and as the darlings of the Hollywood set.

We are proud to be developing Badgley Mischka's first-ever home collection, and are currently seeking a full-time ACCOUNT MANAGEMENT & CUSTOMER SERVICE REPRESENTATIVE to work in our West Hollywood office.

### Responsibilities:

- Offering full range of customer service duties to upscale retailers, interior designers, and hospitality client base
- Collecting new orders and existing customer re-orders daily
- Verifying accurate account information, processing payment according to production schedule, and managing net terms with factor
- Communicating regularly with customers regarding product questions and order status
- Tracking orders from the time order is received, through production, until exiting factory
- Identifying potential issues and implementing a plan of action before they impact the business
- Implementing new processes and improving existing systems relating to the customer service
- Engaging in daily communication with factory to ensure customer orders are effectively produced to expectations
- Ensuring customer satisfaction, and troubleshooting as needed
- Managing customer feedback and discovering new ways to enhance customer experience
- Communicating with other internal departments relating to customer orders
- Coordinating with Badgley Mischka Home sales representatives, regarding customer questions and orders
- Managing weekly, monthly, quarterly, and annual selling reports
- Handling drop-shipments from home office
- Integrating new products and SKUs into existing PO management system
- Managing RA system
- Interfacing with Badgley Mischka Home customers and sales reps at trade shows, conferences, and seminars

### Key Requirements:

- 5+ years customer service experience (preferred)
- Wholesale furniture and home décor experience (preferred)
- Startup experience (preferred)
- Based in Los Angeles, CA
- Bachelor's Degree

### Our Ideal Candidate:

- Has a positive attitude, takes initiative, and is a self-starter
- Exemplifies entrepreneurial spirit, self-motivation, and a strong work ethic
- Identifies and resolves problems in a timely manner; develops alternative solutions
- Interacts effectively with all levels of management and other employees

- Is able to effectively manage multiple projects and a heavy workload
- Has a high level of attention to detail, and high quality standards
- Demonstrates clear and professional written and oral communication skills
- Works efficiently and independently with little direction
- Must be proficient in Microsoft Excel