



JOB POSTING

Customer Service & Pattern Support Specialist

February 2019

Brooklyn Tweed is seeking a qualified Customer Service & Pattern Support Specialist to join our team in Portland, Oregon for a full-time position beginning April 2019.

We seek candidates with experience in customer service who also have a passion for knitting, yarn, and providing excellent support to our customers. Candidates must also have a broad and extensive knowledge base of knitting technique in order to be able to provide accurate pattern support in a timely and efficient manner. This position requires stellar interpersonal skills, organizational skills, and the ability to take initiative in solving day-to-day problems in a small business environment. Ideal candidates will have a passion for helping people and enjoy interacting with our customers on a daily basis, exhibit a positive demeanor, remain calm under pressure, and be able to nimbly facilitate solutions to customer issues in an effective and timely way.

This is a full-time, salaried, non-exempt position with benefits. The Customer Service & Pattern Support Specialist works from Brooklyn Tweed's headquarters in inner NE Portland.

Brooklyn Tweed is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, national origin, sex/gender, religion/creed, pregnancy, age, genetics, physical or mental disability, marital status, military or Veterans status, sexual orientation or any other characteristic protected by applicable federal, state or local law.

Since 2010, Brooklyn Tweed has focused its efforts on developing exceptional breed-specific wool yarns entirely sourced and manufactured within the United States. Brooklyn Tweed also publishes timeless knitwear designs featuring the work of the BT Design Team and independent designers. Our aim is to empower knitters with educational content so that they can knit with confidence.

See the following pages for a description of essential duties and responsibilities, basic requirements, and application guidelines.



ESSENTIAL DUTIES & RESPONSIBILITIES

- Field all general customer service questions/problems/needs via email/chat each day in a timely and friendly manner
- Field all pattern support questions accurately and efficiently each day
- Moderate all product reviews submitted through BT.com and respond to customers as needed in order to offer stellar customer service and maintain positive connections with our customers
- Monitor Ravelry product pages and forums for mention of BT yarn and/or pattern questions and proactively message knitters through Ravelry to offer assistance
- Proofread all patterns pre-publication as well as additional copy material as needed
- Distribute pattern errata in a timely manner on an as-needed basis
- Assist with occasional evening and/or weekend events as needed
- Assist Owners and Office Manager with miscellaneous administrative tasks
- Maintain stock levels of office and cleaning/janitorial supplies and a clean, tidy, uncluttered, welcoming office environment

BASIC REQUIREMENTS

- Bachelor's degree or equivalent
- Minimum two years of customer service experience
- Advanced to expert knitter with a broad and extensive knowledge base of knitting technique
- Ability to accurately assist customers with pattern support questions covering Brooklyn Tweed's entire pattern library in a timely and efficient manner
- Exceptional writing, editing and proofreading skills
- Strong work ethic; a self-starter who is motivated to take initiative starting and implementing projects and the ability to see them through to the finish line
- Highly organized; takes a detail-oriented approach to all tasks
- A team player with the ability to communicate effectively and foster positive, professional relationships with customers, collaborators, and colleagues



POSITION INFORMATION

Position Type: Full-time, non-exempt (40 hours per week), Monday — Friday

Location: Portland, Oregon

Benefits:

- Paid Time Off: vacation, sick leave and a personal day
- Employer-provided health Insurance, dental and vision insurance
- 3% Safe Harbor 401k after one year of service
- Employee discounts on Brooklyn Tweed products

Posting Date: February 25, 2019

Target Hiring Date: April 2019

HOW TO APPLY

Email the following materials to jobs@brooklyntweed.com:

1. Resume and Cover Letter (PDF format)
2. A list of three professional references, including contact information (letters of recommendation not required)
3. Completed Application Questionnaire (PDF format) — see the following pages

*Applicants who are being seriously considered for the position
will be contacted by email regarding an in-person interview.*



APPLICATION QUESTIONNAIRE

Please type your responses to the questions below in a separate document.

FULL NAME: _____

EMAIL: _____

PHONE NUMBER: _____

RAVELRY USERNAME: _____

1. Why would you like to work for Brooklyn Tweed?
2. What are your strengths? What are your weaknesses?
- 3a. Tell us about your professional experience in customer service.
3b. What about this experience makes you uniquely qualified for this role?
- 4a. What is your history as a knitter, handmaker or fiber artist?
4b. How would you describe your level of knowledge/experience with knitting, yarn, and textiles?
5. How do you ensure a high level of communication is achieved on a day-to-day basis with your supervisor and/or other team members?
- 6a. Tell us about an exceptional customer service experience you have had with you as the receiver.
6b. Tell us about an exceptional customer service experience you have had with you as the provider.
7. What types of organizational systems or methods do you use, if any, to efficiently manage your workload and schedules?
- 8a. In your own words, how would you describe Brooklyn Tweed's brand aesthetic and ethos?
8b. How do you think you can contribute to the brand's future development?
9. How did you hear about this job opening?