

# modern sprout.

## Customer Experience Coordinator

Modern Sprout LLC (MS) is a Chicago-based design shop and manufacturer that launched via Kickstarter in 2013 and has become a leader in the grow-your-own movement with its innovative indoor and outdoor garden-focused lifestyle goods. The genius behind the brand is translating the logic and utility of hydroponic growing systems into simple, stylish and sustainable products that thrive inside the average home. MS's collection of over 100 SKUs has introduced a new and highly sought-after category to home and gift retailers across the continent – gifts that grow. Our products resonate with a diverse audience, from city dwelling millennials to suburban moms to rural residents. Media has taken notice too; MS's products have been selected as one of Oprah's Favorite Things twice, featured on The Today Show, and covered by numerous other print and online publications including Food & Wine, Real Simple, Architectural Digest and more. Currently, Modern Sprout can be found on the shelves at national retailers such as Target, Crate & Barrel, Nordstrom, Anthropologie, and at over 2,000 independent retailers across the country.

We are seeking a Customer Experience Coordinator who genuinely enjoys connecting with people and resolving customer grievances. The ideal candidate intuitively understands the vital role that customer service plays in shaping a lifestyle products brand; she/he/they will strategically develop and execute numerous service/marketing touchpoints that positively impact our customers' experience while positioning Modern Sprout as a thought-leader in the green living space. This position will be responsible for managing the daily customer relations workflow for the D2C customer base, updating modsprout.com, becoming a product expert and providing input to product development. Modern Sprout is rapidly growing and employs career-minded individuals who are looking to grow and level up with the company. This position will report to our Marketing Manager.

### KEY RESPONSIBILITIES

- Evaluate, troubleshoot, and follow-up on customer questions and issues, both small and complex, in a proactive and timely manner.
- Advocate for the customer and serve as the liaison between the office and fulfillment/operations to ensure accurate processing and timely delivery.
- Work with and direct Marketing Team to establish brand communication standards across all platforms/customer touch-points. Be a key contributor to helping build the brand's voice.
- Become a Modern Sprout product expert, brand ambassador and gardening guru; developing a deep knowledge about how our products work, passive hydroponics, indoor and outdoor gardening.
- Identify recurring customer issues and report them to the appropriate department.
- Learn how to use the Modern Sprout app to troubleshoot technical issues with our wifi-connected products. Manage feedback through the app and respond to questions/product issues.
- Correct issues with customer orders by sending out new parts and/or issuing refunds.
- Monitor and process all incoming return shipments from direct-to-customer orders.

- Monitor online channels for mentions and reviews of Modern Sprout, engaging with both positive and negative reviews.
- Responsible for website product management, inventory in/out-of-stock updates, FAQs, product reviews and other needs as assigned. Work with Marketing Team to initiate successful product launches.
- Continuously evaluate and identify opportunities to drive process improvements that positively impact the customer experience, including in-box product messaging, video tutorials, blog posts, email sequencing, website graphics/diagrams, social media posts, customer self-service page, etc.
- Testing new products for Product Development, provide feedback, and contribute to product improvements and instruction refinement.
- Prioritize and manage both short- and long-term projects and collaborate with internal team members and external vendors to achieve goals.

## OUR IDEAL CANDIDATE

- Bachelor's degree ideally with 1-3 years of customer support experience.
- Exceptional writing skills and strong emotional IQ to provide clear and empathetic customer support through email.
- Organized with ability to multitask and manage several customers at one time.
- Passionate about advocating on behalf of the customer to ensure the best possible experience with the intention of helping Modern Sprout build life-long customers.
- Tech savvy; someone who is able to easily adopt our existing systems and work with leadership to develop and execute new systems and automation to manage growth.
- Positive, creative, patient and strategic problem solver
- Thrives in an entrepreneurial and fast-paced environment and possesses a strong sense of urgency and a “do what it takes” attitude.
- Love for plants – green thumb / horticultural experience is major a plus.
- Experience with Shopify a plus.

## BENEFITS

- Full-time, salaried. Competitive compensation based on experience.
- Modern Sprout offers a benefits package including medical and vision insurance plus flexible hours and unlimited paid vacation time.
- Salary \$42000 - \$50000

*Modern Sprout is an Equal Opportunity/Affirmative Action employer. In short, we value our employees for being talented and good people. How you identify as a person, what your family's background is, how you celebrate and express your moral and/or religious beliefs, what physical or health limitations you have (that will not stop your spirit and your talent!)—none of that matters in the Modern Sprout workplace, so long as you respect your fellow workers and live up to your potential as an employee and team member here at Modern Sprout. All qualified applicants will receive consideration for employment by and advancement within Modern Sprout without regard to sex, gender identity, sexual orientation, race, color, religion, national origin, disability, protected Veteran status, age, or any other characteristic protected by applicable law.*

## TO APPLY

Submit a resume and cover letter to [nancy@industrialcouncil.com](mailto:nancy@industrialcouncil.com) Applications without cover letters will not be accepted.

Modern Sprout is located in the heart of Chicago's newly-dubbed Brewery District in West Town at the ICNC, 2010 W. Fulton Street, 60612

*To learn more about Modern Sprout and our collection of products, please visit [modsprout.com](http://modsprout.com) or follow us on Facebook and Instagram.*