



Customer Experience Exec - Schplendid (London, £30k-£33k + options)

A year ago we were a couple of hopefuls bunking up with big fish® while we built. Today we are a team of 7 in our very own Schplendid offisch in London.

And we're hiring (again!), so read on if you fancy working here.

We've grown a fair bit faster than expected. So...here is a rare chance to get in on the ground floor of a challenger brand who aren't scared of pulling punches and genuinely experiencing what product market fit feels like...its pretty fun!

We think the term "Customer Service" is a little reductive, and we're looking for a bit more than that.

We want our customers' experience to feel considered, personal and thoughtful...like a warm hug. And the role effectively encompasses sales, marketing, ops and a bit of everything else... we're looking for people who really care about what they do.

You'd join a small founding team led by Rohan Blacker (founder of sofa.com and Pooky Lighting), at that magical early stage where you're exposed to everything and every decision genuinely shapes the brand, so we're looking for people who aren't afraid to roll up their sleeves.

The Role:

- Looking after customers using Gorgias at every part of the funnel across email, phone, live chat and social.
- Working with our couriers to make sure orders are timely and immaculate.
- Keeping delivery updates honest and proactive
- Helping sharpen our macros, automation and customer journeys.
- Use data and insights to improve the experience and reduce friction
- Maintaining the Schplendid tone across all channels.
- A bit of everything else.

Requirements:

- Experience in a CX role (ideally D2C).
- Experience on Gorgias or similar.
- Warm, confident communicator.
- Generalism
- A good egg with bags of ambition.

A reminder on what we do: we build genuinely high-end, natural, beautifully made sofas, at ridiculously reasonable prices, without the usual industry nonsense and nasties, with a service that feels like a warm hug. Email your CV and a bit about yourself to ingrid@schplendid.com if this sounds like you!