



## NEW JOB OPPORTUNITY

**Company Name:** All Good

**Address:** 1149 Market Avenue  
Morro Bay, CA 93442

**Web Site:** <http://www.allgoodproducts.com>

All Good is based in Morro Bay on the central coast of California. We are committed to making amazing organic and botanical bodycare products inspired by active lifestyles. All Good is an equal opportunity employer and we value diversity. All employment is decided on the basis of qualifications, merit and business need. Check out our website to learn more about the company.

**Position:** Customer Experience Coordinator

All Good is looking for someone stoked to connect with our customers in a kind, thoughtfully considerate manner and champion the All Good customer experience across multiple platforms. The position is ideal for someone excited about the small details that make for an amazing customer experience as well as the bigger picture efforts needed to build an engaged, loyal fanbase of All Good customers.

### Responsibilities:

- Customer service: communicate with All Good customers in a friendly and helpful tone, resolve requests in appropriate and expedited way, maintain updated and detailed knowledge of products and company practices to ensure accuracy in outward communication.
- Voice of the Customer and Consumer Experience tracking: help All Good develop and maintain a system to track customer feedback and isolate trends in that feedback
- Monitor All Good's phone lines and resolve incoming customer service requests
- Digital reviews: manage customer reviews and responses on digital platforms including allgoodproducts.com, Amazon.com, and social media
- Liason between the Operations and Sales team to troubleshoot and resolve issues relating to orders, shipments, and overall quality control
- Systems improvement: continuously look to improve the All Good customer experience and suggest improvements to the management team. Document workflows for scalability
- Order entry: input new customer records, orders, and process customer returns when applicable
- Occasionally represent All Good at events and trade shows

### Requirements:

- Clear and concise written and verbal communication skills
- The ability to listen actively and gracefully to de-escalate awkward or tense customer interactions

- Efficient time-management and ability to prioritize projects based on importance and urgency
- Comfortable with cloud computing productivity and collaboration tools like Slack, Zoom, and Gsuite
- Proficiency with MS Office including Excel and Word
- Previous customer service experience a major plus

Applicants will be responded to via email. Please submit your resume and share with us, briefly, why you are a fit for us. Write "Customer Experience Coordinator " in the subject line to [jobs@allgoodproducts.com](mailto:jobs@allgoodproducts.com). Please do not call or fax. Thank you!

**Position Type:** Full Time

**Start Date:** Immediate

**Reporting:** Position reports to the Customer Experience Manager

**Compensation:** Commensurate upon experience

**Location:** 1149 Market Ave, Morro Bay, CA 93442

All Good | PO Box 203, Morro Bay, CA 93443 | 805.528.4000