



Fusion Beads

E-Commerce Customer Support Supervisor

Fusion Beads, an e-commerce business that offers a wide range of beads and beading supplies to customers all over the world is looking for an **E-Commerce Customer Support Supervisor**. This role functions as a working supervisor who oversees the Customer Support Department. The ideal candidate must be resourceful, forward thinking and possess strong leadership skills that creates a positive, team oriented and productive work environment. Must be proactive, flexible, and be willing to roll up your sleeves to get the job done! This is a full time position, Monday – Friday in the Seattle North end/Shoreline Area.

The successful candidate will have:

- 5+ years of customer support experience with 2+ years' experience as a Team Lead, Supervisor and/or Manager.
- Proven ability to train, develop and mentor a team.
- Effective relationship development and management skills.
- Strong passion for customer support.
- Excellent verbal and written communication skills.
- Self-motivated with the ability to work in a fast-paced environment.
- Proficient with Microsoft Office programs and experience working with an ERP system

Key responsibilities include:

- Manage the day to day operations and workflow of a small customer support department.
- Perform the duties of a customer support associate including escalation issues as they arise.
- Measure and meet customer support service levels consistently.
- Update and maintain the customer support procedures manual.
- Hire, train and mentor all customer support associates.
- Determine any upcoming strategy, capacity and staffing needs ensuring best practices are being used.
- Plan and conduct weekly customer support department meetings.
- Ensure consistent quality assurance of customer support emails, phone calls and chat.
- Oversee social media correspondence.
- Special projects and other duties as assigned.

Amazing Benefits

This position offers a competitive compensation and a full benefits package that includes medical, dental and vision insurance, paid time off and a company discount.

How to apply

Fusion Beads is looking for a strong Customer Service Supervisor that demonstrate honesty and integrity at all times. If this position sounds like you, submit your cover letter, resume and salary requirements to jobs@allthings-hr.com.