



## **Customer Success Advisor**

**Payne Glasses ([www.PayneGlasses.com](http://www.PayneGlasses.com))**

*Full-Time position*

*Hourly to start*

*Pittsburgh, PA (South Hills Area)*

Our motto is “We believe in your vision.” We approach our career opportunities the same way. As a Customer Experience team member at Payne Glasses, you will be joining a ground floor team that partners with customers to deliver a uniquely customized eyewear shopping experience. With a very young online retail presence, eyewear is experiencing massive growth in the e-commerce space. Buckle up, because this is just the beginning.

Our work culture is deeply rooted in collaboration; comprised of multi-talented individuals that have uncontainable “startup fever”. We are looking for change-agents, visionaries, creatives and career-minded individuals who love thinking outside of the box. This isn’t a typical desk job. Things are pretty fast-paced around here. We have fun. We dream. We create together (we even coined it “Paynestorming” because we love puns). Speaking of creating, since we are a young company, you help create the work culture. Casual dress? Done. Want to work 1-9 instead? Done. See, just like that.

### **ABOUT PAYNE GLASSES**

If you wear prescription glasses, especially with a progressive Rx, then you know they can be as expensive as a high end smartphone. We are going to let you in on a little secret. There’s no reason for this. With today’s massive production of frames and lenses, you can imagine the cost of making eyewear is now more cost effective than ever. We at Payne Glasses consider ourselves the “Robin Hood” of the eyewear industry, committed to eliminating this "pain" of needless, through-the-roof retail pricing by offering the most competitive prices on the market.

### **WHAT WE ARE LOOKING FOR**

- ★ **Captivatingly fun, yet professional personality**
- ★ Love talking to and helping people
- ★ Flexibility and willingness to work some evening hours each week (occasional work from home)

### **WHAT YOU WILL DO**

- ★ Be the face and voice of the company, consistently delivering unmatched customer experiences through phone, email, text, social media and live chat
- ★ Manage internal relationship management system and maintain stellar customer relationships (the lifeblood of our business)
- ★ Ability to utilize software programs and electronic tools to resolve customer inquiries
- ★ Must be able to actively access 5 or more different systems (don’t worry, we will show you how)
- ★ Problem solve and provide creative input inspired by customer interactions

**WHO YOU ARE (cue “This Is Me” from *The Greatest Showman*)**

- ★ Interested in the eyewear industry
- ★ Career-minded
- ★ Friends would describe you as the following: passionate, ambitious, energetic, friendly, patient, understanding, honest and compassionate
- ★ Organized
- ★ Hungry learner
- ★ Optimistic and encouraging
- ★ Strong communicator
- ★ Fantastic personality
- ★ Work hard, play hard mentality
- ★ Enjoys being part of a team and also feeling appreciated for what they do
- ★ Has other skill sets that you would like to be utilized...we want to use all of your strengths!

*Because this is a ground floor opportunity, we are looking for people who are looking to seize growth opportunities. Further details will be discussed in person.*

### **EXPERIENCE**

- ★ Retail sales or customer service (*preferred*)
- ★ College degree (*not required*) in a major related to: Communications, Business, Marketing, Advertising, Entrepreneurship etc.
- ★ Desire to prepare for and pass the opticianry board exam, which serves as the first growth benchmark in the company (*required*), or have already obtained your ABO opticianry certification (*preferred*)
- ★ This is your chance to tell us why your previous experience or passions make you a perfect fit. We are all for utilizing additional skill sets and unique strengths in this role!

### **PAY RATE/SALARY**

- ★ Starting rates from \$12-\$14/hour + \$300 pre-tax monthly healthcare stipend. (Overtime is 1.5x pay)
- ★ Experienced optician rates will be higher. To be discussed in-person.

### **HOW TO APPLY**

Please send a resume and cover letter to [careers@payneglasses.com](mailto:careers@payneglasses.com) with the subject line: "Customer Success Advisor." (*Do not be afraid to take a bold, yet concise conversational tone in your cover letter. This role is very conversation oriented, so let's see it*)