

Business Outfitters Support Consultant:

As a Support Consultant, you will represent Lands' End to the Business Outfitters customers by answering incoming calls, placing orders, providing customers with solutions and feedback and completing each transaction in a manner consistent with the Lands' End Principles of Doing Business. The Support Consultant will typically have several follow-up conversations with a customer placing an order as the order goes through the process of logo set-up, product selection, billing options and product tracking.

- Answers incoming calls and initiates necessary outbound follow-up calls to provide all customers with a single source of information on Lands' End and Business Outfitters products and services.
- Anticipates customer needs; plans and initiates creative solutions.
- Works in a team relationship with customers and various Lands' End departments.
- Efficiently utilizes Advantage+ system to enter orders and document appropriately.
- Ensures that any communication, both oral and written, is presented in a professional manner.
- Continuously develops customer relationships by creating a proactive approach to customer contact and follow-up.
- Handles special embroidery requests and recommends best alternatives in regards to letter size, placement, logo size, etc.
- Will provide exceptional customer service to exceed the needs of our customers.
- Understand and promotes the Lands' End Principles of Doing Business.

Successful candidates should have the following skills, knowledge and abilities:

- Excellent oral and written communication skills
- Uses a proactive approach to identify, analyze and problem solve
- Previous phone experience in a customer service environment
- Ability to prioritize by managing multiple tasks and deadlines related to customer orders
- Ability to make business decisions using sound judgment while supporting the Lands' End Principles of Doing Business
- Attention to detail
- Strong follow through to ensure customer satisfaction
- Ability to listen effectively, focusing on the customer's needs
- Demonstrates a working knowledge of personal computers
- Displays flexibility in adapting to changing conditions
- Ability to accurately type 30 wpm

The training for this position is 12 weeks. In order to be successful you must be able to attend all of the classroom training for the first 4 weeks and the majority of the hands-on training during weeks 4-12. The first four weeks of training will be scheduled between 8am - 4pm, Monday through Friday. Weeks 4-12 will be a rotating shift with start times between 9:30am -11am.