

RESTORATION HARDWARE

JOB TITLE: Client Service Advocate
DEPARTMENT: 931
REPORTS TO: Client Service Center Supervisor
YRS OF EXPERIENCE: 3+

LOCATION: Tracy CSC
POSITION TYPE: Non-exempt
LEADS OTHERS: No

RESTORATION HARDWARE is one of the fastest growing and most innovative luxury brands in the home furnishings marketplace. We believe our brand stands alone and is redefining this highly fragmented and growing market. Restoration Hardware is positioned as a lifestyle brand and design authority, offering dominant assortments across a growing number of categories, including furniture, lighting, textiles, bathware, decor, outdoor and garden, as well as baby and child products. Our business is fully integrated across our multiple channels of distribution, consisting of our stores, catalogs and websites, www.restorationhardware.com and www.rhbabyandchild.com.

In everything we do, our philosophy is simple: We want to surround ourselves with what we love. We want to inspire laughter as well as thought. This is more than our way of finding and selling products; it's a way of life we highly recommend.

At Restoration Hardware we believe deeply that the “right” people are our greatest asset. We value people with high energy, who possess the ability to energize others. People who are smart, creative and have a point of view. People who see the answer in every problem, versus those who see the problem in every answer. People who are driven, determined, and won't take “no” for an answer. We value team players, people who are more concerned with what's right, rather than who's right.

Position Description:

Restoration Hardware is looking for **CLIENT SERVICE ADVOCATE** for our **Tracy Client Service (Call) Center**.

The perfect candidate will have an immediate connection to our Core Values (People, Service, Quality and Innovation). This candidate will be extremely flexible and enjoy a “startup” mentality and environment that changes day to day and will “assume positive intentions” at all times. Candidates who are personable, open to learning, collaborate well with others and have a positive attitude, and are more apt to saying “yes” or “we'll try” (rather than “no” or “that's impossible”) will be at the top of our list.

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Primary Responsibilities

- Answer internal and external customer inquiries via phone and/or email .
- Ensure all policies and procedures are followed.
- Respond to all customers in a positive and professional manner.
- Maintain and exceed the expected level of productivity and quality standards.
- Accurately code all information relevant to each customer's inquiry.
- Effective in a fast paced/high volume environment.

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- All other duties as assigned by a member of leadership.

Skills Required

Job Related Competencies:

- Live and breathe Our Core Values.
- Proven ability to provide an exceptional customer experience.
- Strong verbal and written communication skills including analyzing, interpreting and addressing customer needs.
- Friendly, upbeat personality focused on providing excellent customer service.
- Flexible and quick to adapt to changing business needs and process.
- Ability to work in a team environment.
- Skilled in providing outstanding customer service
- Defuse situations and strong ability to problem solve.
- Strong time management and multitasking ability.
- Demonstrated ability to achieve and maintain goals.
- Ability to make quick, accurate and appropriate decisions.

Technical Expertise:

- Excellent knowledge of PC applications and order entry software is a plus.

Education/Training:

- 3+ years customer service experience

Restoration Hardware is an Equal Opportunity Employer and does not discriminate against any applicant on the basis of race, color, religion, national origin, gender, marital status, age, disability, sexual orientation, military/veteran status, or any other status protected by Federal or State law or local ordinance.