



## CUSTOM ORDER SPECIALIST

**Summary/Objective:** The Custom Order Specialist's primary duty is to maintain the quality standards of our custom hair orders through product development, efficient order processing, and quality control procedures for each custom order.

### **Benefits:**

- Medical – With employer contribution for individual plan cost
- PTO – up to 3 weeks per year
- Holiday – 6 paid holidays per year
- IRA – With employer match available
- Bonus – Monthly team bonus for achieved goals.
- Additional: Sponsored company events, Employee discount, free products, Employee discount on all services.

### **Roles & Responsibilities:**

#### Placing Orders:

- Custom Order Specialist ships orders to our factory weekly
- Custom Order Specialist will check that all columns are filled out correctly on the order form(s).
- Custom Order Specialist will enter orders into custom order software once all information is fully received, creating a purchase order.
- Custom Order Specialist will ensure all proper materials are combined with an order form for shipping, including color samples, molds, diagrams, etc.
- Factory Inquires- Custom Order Specialist will answer all questions from manufactures regarding orders

#### Order Clarification:

- Custom Order Specialist will update ETAs of orders upon receipt from the manufacturer. Will follow up weekly for new ETAs and possible delays.
- Custom Order Specialist will update custom order software with all current information and communicate with guests, when necessary, about ETAs or possible delays in orders.

### Receiving Orders from Factory & Quality Control of Orders:

Upon arrival, Custom Order Specialist will be responsible for ensuring all items are returned with the new order and then begin the QC process.

1. All custom pieces must be QC checked before sending to the Guest Care team to schedule delivery.
  - Custom Order Specialist will check that orders match color, size, hair type, hair length and design, samples, etc.
  - Customer Order Specialist will then receive an order into custom order software, making hair order available for delivery.
  - Customer Order Specialist will fill out proper forms to travel with orders detailing the order specs and prep work needed.
  
2. Systems that did not pass QC:
  - An email will be sent to our point of contact at our manufacturer (CC MANAGEMENT ON EMAIL)
  - The defective piece will be sent back with the next outgoing custom shipment
  - Customer Order Specialist will update guest on order status and go over next steps for remediation of order.

### Other Duties:

Other miscellaneous duties as assigned

### **Required Education and Experience:**

- High School Diploma or GED required
- Strong analytical and project management skills
- Beauty industry experience preferred
- Cosmetology License a PLUS
- Highly developed, demonstrated teamwork skills
- Ability to coordinate the efforts of diverse creative employees
- Demonstrated ability to see the big picture and provide helpful input company-wide

**Additional Eligibility Qualifications:**

- Excellent verbal and written communication skills
- Demonstrate organizational, self-management, and time management skills to manage multiple projects and deadlines

**Work Environment:**

Business casual

**Physical Demands:**

While performing the duties of this job, the employee is regularly required to sit, stand, walk and use hands and fingers to operate a computer keyboard, mouse, and telephone to talk and hear. The employee is frequently required to sit and reach with hands and arms. The employee must occasionally lift and/or move up to 20 pounds.

**Position Type/Expected Hours of Work:**

Shifts are 9:00 – 5:00, 11:00 – 6:00, 12:00 – 5:00. Based on business/team needs