

Customer Experience Lead

Bloomfield, NJ, full-time

We have an exciting Senior Customer Service Associate position based out of our office in Bloomfield, NJ. This person will be our clients' lifeline - following up on orders, communicating with service providers, and be an expert on all of our products!

What You'll Be Doing

- Own the customer experience after an order has been placed.
- Keep clients informed of the status of their order from production through delivery via phone and email, logging touchpoints in our CRM.
- Develop a complete understanding of Reform products and installation methods to be able to respond to product support and installation questions.
- Initiate and close product claims in a timely manner
- Coordinate between clients and service partners to ensure a smooth experience

What We're Looking For

- 1–5 years experience in a technical support role, preferably in architectural products
- Strong organizational and follow-through skills
- Familiarity with construction and home renovation
- A passion for architecture and design
- Reliability and a strong work ethic
- Ability to read and understand floor plans and related technical drawings
- College degree or equivalent experience

If this sounds like you, please submit your resume to mail: jobs@reformcph.com with "Customer Experience Lead, NJ" in the subject field.

Conversations will be held on an ongoing basis, so please send your application as soon as possible. We look forward to hearing from you.