



Job Description

Position Title:	Temporary Customer Care Specialist	Department:	Customer Service
Reports To:	Customer Service Manager	Effective Date/ Revision Date:	August 2026
Location:	Akron, PA (Hybrid or Remote)	Working Hours:	Temporary/part-time, 30 hours, non-exempt

Position Summary:

The Temporary Customer Care Specialist is the first point of contact for Ten Thousand Villages e-commerce and wholesale customers who have questions or need assistance, engaging with them via several inbound channels, including phone and voicemail, live chat, email, and website forms. The primary responsibilities of the Temporary Customer Care Specialist center around assisting online shoppers with placing orders, answering customer questions, and resolving issues with existing orders. Additionally, the Temporary Customer Care Specialist is responsible for other office tasks essential to the customer experience including assisting with aspects of product returns, customer refunds, inventory management, fulfillment, and general customer satisfaction.

This position supports and contributes to the Ten Thousand Villages mission by:

Helping to facilitate customer orders and a quality customer experience to yield customer acquisition and retention in order to increase the sales of our artisan partners' products.

Position Duties/Responsibilities:

E-Commerce and Wholesale Customer Service & Problem Resolution

- Ensure customers experience excellent customer service
- Effectively handle customer inquiries by telephone, email, voicemail messages, live chat, and website forms
- Provide customers with product and service information
- Enter new and update existing customer information in relevant systems
- Process orders
- Process product returns and claims
- Identify and escalate priority issues and suggest possible solutions
- Identify opportunities to improve efficiencies and increase sales potential, offer suggestions, and work with supervisor to implement changes

Preferred Experience/Knowledge/Education/Skills/Abilities:

- 2+ years customer service experience
- Professional verbal and written customer-service and communication skills, including real-time communication
- A passion for resolving problems and satisfying customers while working within established policies
- Ability to handle PII and PCI securely and discretely and protect the privacy of customers always
- Ability to work independently, practice good judgment, and take initiative in decision making
- Ability to collaborate and integrate work with cross-functional teams
- Must be detail-oriented and able to manage competing tasks and meet deadlines
- Excellent computer and technological skills: proficient in Microsoft Office 365 programs including Outlook and Teams; extensive experience with internet-based applications, such as Shopify, required

Types of Interaction (internal):

- In constant contact with Customer Service Supervisor and other members of the Customer Service Team
- Maintain close links to colleagues across home office; including Wholesale, Operation and IT Teams.

Type of Interaction (external):

- First point of contact for Ten Thousand Villages wholesale and e-commerce customers via several in-bound channels, including phone and voicemail, live chat, email, website forms.
- Frequent communication with Anchor warehouse team.

Physical Requirements:

- This role routinely uses standard office equipment, requires close visual acuity, frequent typing, and both hearing and talking abilities. While the role is largely sedentary, occasional bending, lifting of up to 10 pounds, and ability to move throughout the building is necessary.