



JOB DESCRIPTION

Title: Call Center Associate

Classification: Non-Exempt

Salary Range: \$18/hour

Original Date: January 2014

Department: Retail

Position Status: Full-Time/Seasonal

Reports to: Fulfillment Manager

Date of Review: September 2026

Job Objective

Achieve team sales goals by providing an exceptional Loveless experience for our guests. Meet customer needs by giving helpful tips on a product, making recommendations on how to resolve customer issues, taking orders and facilitating returns, troubleshooting problems, and answering complaints.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Personal

- Perform quality work within deadlines with or without direct supervision
- Be an effective team contributor on all assignments
- Interact professionally with other employees, customers and vendors
- Be a strong ambassador of the Loveless Brand by seeking opportunities to upsell
- Meet and exceed sales performance goals
- Be receptive to feedback and coaching

People

- Strong customer service, listening and communication skills
- Ability to show patience and stay polite in stressful situations
- Ability to resolve customer issues without seeing the problem firsthand at times

Product

- Maintain current knowledge of lovelesscafe.com and promos
- Create a learning and nurturing environment that promotes sales and service success
- Share product knowledge with team members

Procedures:

- Maintain a clean and safe workspace by abiding company policies and procedures.
- Accurately and efficiently facilitate guest purchase and return transactions.

- Consistently answer phone calls and chats to ensure customers are taken care of in a timely manner.
- Check voicemails and record any pertinent information.

Competencies

Strong Customer Focus

Flexibility

Teamwork Oriented

Work Environment

The majority of work will be completed indoors with moderate noise levels. At times, work could potentially involve exposure to unusual elements such as extreme temperatures, dust, fumes, smoke, unpleasant odors, and/or loud noises.

Physical Demands

The employee is occasionally required to sit; climb or balance; and stoop, kneel, crouch or crawl. The employee must frequently lift or move objects up to 20 pounds and occasionally lift or move objects up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Position Type/Expected Hours of Work

This is a seasonal full-time position starting October 19th, 2026, through December 2026. A typical scheduled shift is 8 hours with a 30-minute paid break. Shifts range within our operating hours of 8:00am – 6:00pm.

Travel

No travel is expected for this position.

Job Skills

Strong verbal communication skills in person and over the phone, listening skills, sales and service skills, interpersonal skills, ability to multi-task, time management skills, organization skills, basic math skills, and ability to set and achieve goals.

Required Education and Experience

- High school diploma or GED required for a full-time position.
- Students may be considered for part-time or seasonal positions.

Preferred Education and Experience

- 1 year call center and/or retail sales experience preferred.
- Specialty Store experience preferred.

Preferences

Reliable and punctual

Ability to multitask

Positive and enthusiastic attitude

Additional Eligibility Qualifications

Must have availability to work a changing schedule, including nights, holidays and weekends

Work Authorization

Must be authorized to work in the United States

Other Duties

Please note that this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

EEO Statement

The Loveless Cafe GP is an equal opportunity employer and is committed to hiring and maintaining a capable and committed workforce. EOE/M/F/D/V