



Part Time Consumer Relations Associate 20 Hrs per Week (flexible) – Contract position

Factory LLC is seeking a detail-oriented and passionate Consumer Relations Associate to support our brand teams. You will be responsible for delivering amazing customer service through effective and timely resolution of consumer inquiries via email and occasionally phone. This role requires some evening and weekend coverage. This position is hybrid (onsite and remote).

Location: Factory LLC., 315 Columbia St, Bethlehem, PA 18015

Reporting To: Consumer Relations Manager

Who We Are:

Founded in 2018, Factory is a team of experienced operators with \$250M of investable capital who acquire meaningful equity stakes in high potential food and beverage companies and partner with them to rapidly build value. Factory team members have expertise in sales, marketing, product development, food science, manufacturing, logistics, supply chain, package engineering, graphic design, food safety, consumer insights, digital and social media, and finance. Factory is based in a one-of-a-kind 40,000 sq. ft. innovation and scale-up facility in Bethlehem PA, where we provide partner companies with support and resources so invested capital can be used for growth, not SG&A.

Who You Are:

We're seeking a candidate who can work effectively and independently in a fast-paced, rapidly evolving startup environment. The right candidate is hardworking, passionate, independent, curious, and fun. You take a problem and turn it into a solution. Delivering amazing customer service brings a smile to your face. You have a positive, high energy, and professional approach to solving consumer inquiries and the ability to transfer that attitude to others.

What You Will Do:

- Respond to consumer inquiries and issues in an effective and timely manner.
- Utilize internal resources at both Factory and our partner brands to assist consumers.
- Keep accurate records and document customer service actions, discussions, and resolutions.
- Assist in development of processes that improve productivity and efficiency.

Qualifications:

- 1-2 years of experience
- Associates degree or higher a plus
- Ability to work a consistent schedule, including some time on Sundays
- Correspond, speak and sit for extended periods of time
- Have close visual acuity to view a computer monitor
- Ability to work through problems quickly and think on your feet

- Competency using Microsoft suite of products
- Knowledge and experience with customer support technologies – Zendesk a plus
- Excellent verbal and written communication skills

Benefits

- Free breakfast and lunch
- Rock climbing wall
- Onsite Gym
- Awesome co-workers
- Safe working environment

**Please note this job description is not designed to contain a comprehensive list 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 prior notice.*

***All candidates must be eligible to work for any U.S. Employer*

If interested, please contact SWyatt@factory-llc.com.