



Customer Relations Representative for Young Hip & Married

About Young Hip & Married

Young Hip & Married exists for two reasons: to help couples get married and thrive in their marriage. We're on a mission to eradicate dull and boring wedding ceremonies from the face of the planet and to help couples create a sweet lifelong union that gets better with age. If every couple is different then why have we all been to the same boring ceremony so many times? Young Hip & Married will marry you YOUR way—creative and personalized ceremonies are our specialty.

We don't just want you to have an amazing personal ceremony, we also want your marriage to be fun and exciting and to last forever. Our relationship coaching is designed to equip couples with the necessary knowledge, resources, and skills to not just stay married, but also love the journey. Your marriage is one of the most important relationships you'll ever have—let us help you start off strong and thrive for life.

About the role

First of all: Check out our [company](#) and see if we resonate with you. We need you to understand and believe in our vision in order to articulate it via the customer service role. We are a fun and family friendly company and will value you as a person as well as an employee.

Working with our small team out of Vancouver, BC, as the Customer Relations Representative, you will work alongside the Customer Relations and Sales Manager. You will be the first point of contact for all Young Hip & Married wedding and coaching requests world-wide. You're the friendly face that greets couples via text, phone, and email when they inquire about our wedding officiating or relationship coaching services.

You will also participate in online meetings with couples and send video emails introducing the couple to our services.

You are in charge of client inquiries from the moment they reach out to us until they sign their contract and make payment. You'll fill them in on everything they need to know in order to book their officiant or coach. You'll answer questions, work with couples to understand our packages and make each couple feel loved and cared for from the moment they reach out.

Once you've gotten a couple booked in and scheduled, you'll take care of the backend tasks that keep Young Hip & Married running smoothly. You'll prepare contracts, manage invoices, send reminders and request reviews. You will guide couples on their journey from their first point of contact through booking our services to celebrating their marriage with Young Hip & Married.

Duties

- Respond to all wedding and coaching requests through email, phone, video, and text alongside the lead Customer Relations and Sales Manager.
- Provide exceptional and professional communication for all inquiries, answer questions from prospective couples, and ensure they feel cared for every step of the way
- Provide general information about our services and address wedding planning concerns
- Work with the Young Hip & Married executive team, officiants and coaches to schedule weddings, coaching sessions, etc.
- Meet regularly with the Young Hip & Married executive team (can be remote if needed)
- Work with and maintain excellent relationships with industry partners (wedding planners, hotels, photographers, etc.)
- Schedule and lead online video calls (Zoom, Google meet, etc) with potential clients who are looking for further information prior to booking
- Work within the systems to best track client communication, reach out to couples, follow up, prepare contracts, etc.
- Send weekly client review requests and wedding reminders
- Manage client invoices
- Other duties as required

Requirements:

- A passion for relentless and excellent customer service
- Comfortable taking on independent work within a system of accountability
- Enjoy talking to people and making them feel important and cared for
- Professional communication skills online, via video, email and phone
- Ability to use Google Docs, Gmail, smartphone, etc.
- Willingness to learn other computer programs like Air Table, PandaDoc, Slack, Text Expander etc.
- Must have access to wifi and a personal computer
- Must be able to work remotely (within Metro Vancouver) in a quiet place that will allow for phone calls, video chats etc. and be available for some in person meetings/training
- Availability to be online during regular business hours (this is somewhat flexible)
- Comfortable and engaging on video

Great to have:

- Knowledge of and experience in the wedding industry
- Experience in sales and customer service
- Willingness to be online after hours and some weekends
- Experience with AirTable

Remuneration & Hours:

- Hourly rate starting at \$22/hour
- 15-20 hours a week to start, with more hours during vacation coverage and the possibility to increase hours down the line
- Position starts asap

To Apply:

Please send a video clip or short letter telling us about yourself along with your resume to Jane Halton at jane@younghipandmarried.com by JULY 21 2022.