

Thursday, November 1, 2018

MIRROR Customer Experience Associate

Company: MIRROR
Location: New York, NY
Compensation: \$25 / hour

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Seeking Customer Experience associates for MIRROR, a fit-tech startup founded by Brynn Putnam, an established leader in the NYC boutique fitness space.

Company states: "Our experienced team is building a hybrid hardware/software product that will bring revolutionary, personalized fitness content directly to homes across the country and world. We're creating a workout experience that's not only better than existing at-home solutions, but better than boutique studio workouts. Our technology offers improved efficiency, engagement, and effectiveness, which means more time, more fun, and better results for busy people.

We are looking for empathetic, positive Customer Experience Associates who are excited to connect with our customers and to deliver exceptional service. Our Associates will be at the frontlines of our interactions with our customers, answering questions, explaining product benefits, and efficiently resolving issues.

The Role & You

We are looking for empathetic, positive Customer Experience Associates who are excited to connect with our customers and to deliver exceptional service. Our Associates will be at the frontlines of our interactions with our customers, answering questions, explaining product benefits, and efficiently resolving issues.

At MIRROR, you will:

- Be an expert on our product offering
- Communicate with customers across phone, email, chat and/or social media to deliver excellent service, problem solve their issues, and answer product questions
- Provide technical support, including hardware and software troubleshooting
- Escalate customer issues to internal teams when necessary (e.g., Operations, Tech)
- Be responsible for meeting quality and productivity goals
- Share customer feedback and information with other team members in order to continuously improve the product and customer experience

You don't need to be a fitness buff, but you should be fired up about building technology that's going to change how people sweat!

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[< back](#)

[previous listing](#) • [next listing](#)