



Consumer Support Specialist

Who are we?

Established in 1983, privately-held Pacific Market International (PMI) designs, manufactures and markets innovative food and beverage solutions designed for busy lifestyles. Our brands in the marketplace are Stanley, Aladdin, MiGo, and Slant Collections. PMI is headquartered in Downtown Seattle, with beautiful views of Elliott Bay from our office windows. We also have offices around the world in Shanghai and Shenzhen, China; Rio de Janeiro and Manaus, Brazil; Manila, Philippines; Amsterdam, The Netherlands; San Francisco and Bentonville, USA. More information can be found at www.pmi-worldwide.com.

Thanks for checking out our full-time Consumer Support Specialist position based in our new office in Robinsons Cyberscape Alpha (Ortigas).

Position Overview

Deliver World Class Customer Service. Process and manage consumer online orders, respond to incoming phone, mail and e-mail inquiries, ensuring on-time delivery and overall customer satisfaction. Take the lead on issues and be pro-active in finding solutions.

Essential Job Functions

- Enter U.S. and Canadian web orders for timely processing and delivery.
- Process employee purchases.
- Assist consumers with order status and product information/availability.
- Process consumer warranty and replacement requests.
- Answer calls from customer service phone queue.
- Follow through on order tracking and verify complete on-time shipments.
- Process returns and refunds.
- Maintain customer routing guide manuals.
- Gather and analyze product data and perform trend analysis.
- Publish monthly call center report for Senior Management.
- Perform other duties as assigned.

Education and Experience

- College graduate
- Minimum three (3) years of customer service experience

Proficiencies Required

- Excellent written and oral communication skills; ability to communicate effectively and project a professional image when giving and taking information in writing, in person and over the phone.
- Solid word processing and computer database skills with knowledge of Microsoft Outlook, Word and Excel.
- Attention to detail.

aladdin STANLEY miGo SLANT



- Good personal skills with the ability to effectively work with individuals and groups at all organization levels; ability to work independently and as part of a team.
- Ability to respond effectively to sensitive inquiries or complaints.
- Ability to take initiative and prioritize tasks; good time-management, organizational, problem-prevention and problem-solving skills.
- Strong analytical ability with active listening skills.
- Ability to work accurately with close attention to detail.
- Ability to maintain confidentiality of sensitive information.
- Willingness to adapt to changing business needs and deadlines.
- Ability to study and apply new information.

Company Background

PMI is a fast-paced environment that works creatively and collaboratively. Not only are we privately owned and high energy, but we operate internationally and are growing fast. We strongly encourage you to read more about the company – it is an amazing place to work! (<http://www.pmi-worldwide.com>).

What do we do? We are committed to providing consumers with simple, stylish portable food and beverage containers that are built with a focus on community and sustainability. Our brands include Stanley, Aladdin and Migo.

We care about our people and recognize their efforts through monthly, quarterly and annual rewards and bonuses. Other benefits include HMO, life insurance, free meals, rice subsidy, night shift differential, education and training sponsorship and scholarships, and international travel.

We also care about our local and global community and show it in the following ways:

- All employees are given one paid day per year to volunteer at an organization nominated and selected by employees.
- PMI annually gives 1% of net profits to nonprofit organizations that align with our philanthropic pillars: children, education and the environment.
- Quarterly Grassroots Philanthropy Award where we donate to a nonprofit organization nominated and selected by employees.

Where are we? Our global headquarters is located in Seattle, Washington and we have other offices in Bentonville, Amsterdam, Shanghai, Rio de Janeiro, Manaus, and Manila. This position is based in our Manila, Philippines location.

Help us build our success story today.

If you have the qualifications and skills for this position please submit your resume to: anne.guardaquiver@pmi-worldwide.com.

aladdin STANLEY miGo SLANT