

Job Description – Customer Experience Coordinator

Job Title: Customer Experience Coordinator

Location: Remote

Reports to: Head of Operations

Type: Hourly Contractor, with potential for Full Time after trial period

About Raide

[Raide](#) is on a mission to elevate human-powered movement in the mountains. We are committed to building the highest-performing and functional equipment and apparel for ski touring and running. Raide is one of the fastest growing brands in outdoor sports by defying norms as a company from product to marketing to internal organization. Our dedication to the highest performance translates from our product quality, over to the bar we hold ourselves to for operational excellence and customer support. We're growing fast, and we need someone who can help us delight and build enduring relationships with our direct customers.

What You'll Do

You'll be focused on the full customer experience & support: ensuring Raide's customers feel heard, helped, and happy, across all touchpoints, and you'll help shape our CS infrastructure and voice as we grow.

- Manage incoming customer inquiries via Richpanel (email, chat, etc.): order issues, returns, repairs/warranty, product questions, etc.
 - Operate the warranty/repair program: track cases, communicate with customers, coordinate with internal teams and external vendors
 - Update and maintain FAQs and self-service help center
 - Develop a Customer Support / Experience handbook: document policies, standard responses, escalation flows
 - Identify recurring trends or pain points; bring proposals for how to improve
 - Support CS metrics: response times, resolution rates, customer satisfaction
 - Participate in special CS projects as needed (e.g. implementing new tools, improving workflows, training, etc.).
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What We're Looking For

- 2+ years of customer support experience in e-commerce / retail (preference for those with experience at an outdoors brand, but not a hard requirement)
- Strong written communication; empathy and clarity in responses.
- Comfortable using support platforms (Richpanel or similar)

- Organized, able to track multiple open cases, follow up persistently
 - Good problem solver; ability to escalate appropriately
 - Remote work capacity: self-motivated, good at managing time, clear communication
 - Passion for and understanding of trail running and backcountry skiing customers & terminology
 - Bonus: prior experience with warranty / repairs; experience updating CS documentation; data / metrics literacy
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What Success Looks Like

- Customers report high satisfaction, few unresolved issues
 - Fast response and resolution times
 - Clear inbox: staying on top of issues
 - Low friction communications with fulfillment partners
 - FAQs, docs, handbook are clear, up-to-date, and easily implemented
 - Trends in issues get surfaced and addressed proactively.
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What We Offer

- Flexibility in working hours, so long as meet the daily threshold to clear ticket volume
 - Complimentary Raide gear allocation on regular basis
 - Access to Industry discounts on outdoors gear
 - Remote working flexibility
 - Room for growth: more complex customer issues, leadership in CS ops, possibly partial ownership of wholesale support and / or transition to full time role
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Compensation & Hours

- **Starting Wage Expectation:** \$25 / hour. Compensation will be subject to a number of factors, including location, years of experience, etc.
 - **Hours:** 10-25 / week (depending on candidate availability)
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How to Apply

- **Please complete this Google Form:** <https://forms.gle/CyzLyB8y8qintpbv5>
- Please note that while we review every application, we may not be able to meet with every candidate. We deeply appreciate your interest and enthusiasm for Raide!