
Product Support Specialist (Sewing & Embroidery) – Full-time

About Us

We are a growing, family-owned business specialising in retailing sewing, embroidery and craft machines and accessories. Our inclusive, fun culture and passion for what we do set us apart. Join our strong and committed team where your ideas and initiative will be highly valued.

Role Profile

As a Product Support Specialist, you will become familiar with our wide range of products and leverage your extensive industry experience to provide advice and technical support to our customers. You will provide support to customers across the country through various channels – phone, email, live chat, and social media.

Main Responsibilities

- Provide guidance and technical support on our range of sewing, embroidery and craft products.
- Assist customers with sales and support inquiries via phone, email, live chat, and social media.
- Participate in our Facebook community to provide advice and encouragement
- Maintain up-to-date knowledge of our products and industry trends.
- Label & package products

What We Offer

- Generous staff discounts on our machines & other products
- A supportive and inclusive work environment
- Significant administrative support from our operations staff
- Stability and job security

Essential Skills

- Experience across a broad variety of crafts (especially machine embroidery, patchwork, dressmaking, papercraft and textile arts)
- Clear and empathetic communication, both written and verbal.
- A proactive approach to problem-solving and customer satisfaction.
- Broad general IT skills and some familiarity with ecommerce, online communication and social media
- Ability to work independently, be self-driven and show initiative

Apply

This role is based at our head office in Capalaba, Brisbane. For any questions on the role or to apply, contact Kristie on (07) 3390 3600 or support@echidnasewing.com.au