



Womens contemporary footwear brand based in Los Angeles.  
Made in Spain.

### **Studio Assistant**

LOQ is seeking a full-time Studio Assistant to help us in our creative studio space as well as with our direct to consumer orders. The Studio Assistant will be involved in day to day office procedures and manage customer care needs. We are looking for someone who is self-motivated and enthusiastic to work for a small brand with opportunities for growth. Excellent written and verbal communication skills, patience and a can-do attitude are essential.

### **Key Responsibilities**

#### Customer Care

- *Maintain customer service email inbox - communicating with proper email etiquette in a prompt and time sensitive manner*
- *Offer firsthand product knowledge to customers, provide guidance to customers on sizing/fit, material/finish*
- *Process returns and exchanges, refunds and store credits*
- *Liaise with our warehouse regarding order fulfillment. Ship return stock back to our warehouse.*
- *Process customer claims in a timely manner and provide solutions*

#### Studio Assistance

- *Assist in day-to-day studio duties - reordering office supplies, incoming/outgoing packages and post-office runs*
- *Samples Management - respond to Stylist and PR requests for pulls, track outgoing samples and follow up for returns*
- *Respond to PR inquiries regarding product imagery, brand information and features*
- *Assist in company events - Echo Park Craft Fair, sample sales, in-studio events*
- *Assistance during photoshoots - product and editorial*
- *Maintain image library - linesheet photos and editorial images*
- *Retail assistance in upcoming retail location adjacent to our studio (soft opening Dec)*

### **Requirements**

- One year background in administrative, e-commerce, customer service or retail role
- Experience managing high email volume in an organized manner
- Excellent written and verbal communication skills
- Self motivated with time management skills
- Experience with Shopify, Blastramp or other order-fulfillment software a plus

**Please respond to [info@loq.us](mailto:info@loq.us) - resume, introduction, two professional references**