

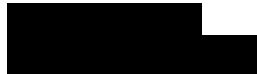
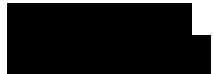
# Job Specification

SETU Carlow and Wexford

## Company Details

### Company Name

Seed Golf Ltd



### Location of Position

Carlow (SETU Campus)

### Company Website

<https://seedgolf.com>

### Type of Company

Digital native DTC golf brand

## Position

### Job Title

Customer Service Agent

### Number of Positions

1

### Vacancy Type

Current Vacancy

### Duties of Position

About The Role

Seed Golf is looking for a Customer Service Agent to help deliver a best-in-class experience for our customers around the world.

This role sits at the intersection of customer support and operations. You are the person who ensures every golfer who interacts with Seed — whether they're ordering balls, asking a question, or chasing a delivery — feels looked after, informed, and confident in the brand.

This role requires you to be great at two things:

Delivering clear, helpful, and human customer support across multiple channels

Getting stuck in operationally to ensure orders are fulfilled accurately and on time

You'll be dealing with golfers across Ireland, the UK, USA, and Australia — each with different expectations, time zones, and needs. No two days look exactly the same.

You'll work closely with the founder and the wider team, and get a front-row seat to how a modern, fast-moving DTC golf brand operates.

Attitude, ownership, and follow-through matter just as much as experience.

### What You'll Do

#### Day-to-Day

- Manage customer enquiries via email, phone, and live chat
- Provide clear, friendly, and solution-focused responses
- Handle order queries, delivery issues, returns, and product questions
- Keep customer communication organised and up to date
- Work across different time zones to support international customers
- Spot recurring issues and flag them to the team

#### Customer Experience

- Ensure every interaction reflects the Seed voice — straightforward, honest, and helpful
- Turn problems into positive experiences wherever possible
- Build trust with customers through consistency and reliability
- Help refine FAQs, help docs, and support processes

#### Warehouse & Operations

- Support order fulfilment during busy periods
- Pick, pack, and prepare customer orders
- Help ensure daily shipping targets are met
- Maintain accuracy and attention to detail in all orders
- Work closely with the operations team to keep things running smoothly

### What Success Looks Like

- Customers get fast, clear, and genuinely helpful responses
- Issues are resolved without unnecessary friction
- Orders are shipped accurately and on time
- Customer feedback is positive and consistent
- You become a reliable, go-to person across both support and operations

### What We're Looking For

- Strong communication skills — written and verbal
- Highly organised and detail-oriented
- Comfortable handling multiple conversations and tasks at once
- Calm and solution-focused under pressure
- Willing to get hands-on and help wherever needed
- Reliable, accountable, and proactive
- Comfortable working in a fast-moving environment
- Based in or able to work from our Carlow office (SETU Campus)

### Bonus Points

- Experience in customer service, eCommerce, or DTC brands

Interest in golf (not essential, but helpful)  
Experience with support tools (e.g. Zendesk, Gorgias, Intercom)  
Experience with Shopify platform  
Previous warehouse or fulfilment experience  
Understanding of shipping and logistics, local and international

#### Who This Role Is Not For

Someone who only wants a desk-based role  
Someone uncomfortable with hands-on, operational work  
Someone who needs rigid structure or constant direction  
Someone who struggles with pace or changing priorities

#### Why This Role Matters

Customer experience is where brands are won or lost.

At Seed, how we speak to customers and how we deliver on what we promise matters just as much as the product itself.

You'll play a direct role in shaping how people experience the brand — every single day.

#### About Seed Golf

Seed Golf was founded by Dean Klatt, a 25-year golf industry veteran who got tired of the marketing BS.

We make high-performance golf balls — without the inflated prices — and build a brand focused on making the game more accessible, more honest, and more enjoyable.

No gimmicks. No noise. Just better golf.

## Applicant Required

#### Target Discipline

Business, Marketing, Retail

#### Level of Qualification

Studying part time or graduate

#### Method of Application

Send CV via email to: [jobs@seedgolf.com](mailto:jobs@seedgolf.com)

#### Closing Date

01/05/2026