

POSITION DESCRIPTION

Job Title: Customer Service Representative

Department: Wholesale and Ecommerce

Reports To: Customer Service Director

Schedule: Monday through Friday, 9am to 6pm (subject to adjustment)

FLSA Status: Non Exempt; Hourly Employee

Travel: No

Summary

The Customer Service Representative is a knowledgeable, professional, and courteous guide to the world of Rishi teas. The CSR serves wholesale and end-consumer ecommerce customers through verbal and written communications with high-touch attention to detail and a positive, problem-solving attitude. The CSR's primary responsibility is to accurately transact inbound sales orders and to communicate order status to the relevant parties. In addition, the CSR is expected to cultivate and seize upon opportunities to suggest new products and service concepts. The CSR plays a vital role in bringing real-time customer feedback and market intelligence to the attention of colleagues. In sum, the Customer Service Representative delivers on Rishi's promise to offer customers an authentic, humanistic Rishi tea experience.

Essential Duties and Responsibilities are:

- Deliver a consistent, exceptional level of customer service to new and existing wholesale and ecommerce customers by responding to all inquiries within a timeframe of one business day
- Respond to VIP customer requests with a sense of urgency
- Accurately and efficiently transact orders received by email, voice, fax, or order portal
- Accurately modify or cancel orders; communicate order changes to relevant parties
- Contribute to company's sales growth goals by upselling, cross-selling, and sampling new products
- Solicit feedback and accurately log customer complaints according to the customer feedback program; communicate feedback to the appropriate points of contact in a timely manner
- Other duties and responsibilities as assigned
- Responsible for being aware of and following all food safety protocols as required by Rishi Tea's food safety management system, as they relate to this position

Qualities and Skills:

- Self-motivated and proactive
- Enthusiastic and flexible with a positive attitude
- Excellent communication skills
- Organized with the ability to manage multiple ongoing tasks
- Proficient in Microsoft Office applications
- Experience with CRM or ERP systems
- Resourceful; Ability to solve problems and resolve conflicts independently
- Works well as a team and independently

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- Strong attention to detail
- Excellent time management, prioritization, and organizational skills

Supervisory Responsibilities

None

Sphere of Interaction

This position interacts and interfaces with the following roles and positions:

Sales: The CSR interacts on a daily basis with Sales teammates. Communication includes providing status updates on sales orders, sharing newly generated leads, and providing customer feedback.

Marketing: The CSR interacts on a weekly basis with marketing teammates. Communication includes updates about new products and marketing collateral, education on product and brand, and sharing newly generated marketing leads.

Accounting: The CSR interacts on a daily basis with Account teammates. Communication includes product returns and account status.

Compliance: The CSR interacts on a daily basis with Compliance teammates. Communication includes database inquires, compliance forms and questions for customers and inventory questions.

Operations: The CSR interacts on a daily basis with Operations teammates. Communication includes VIP orders, out of stock, back in stock, new stock items, customer feedback, special requests.

Fulfillment: The CSR interacts on a daily basis with Fulfillment teammates. Communication includes general order information and LTL form completion.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- **Visionary Leadership** - Displays passion and optimism; Inspires respect and trust; mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.
- **Change Management** - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.
- **Leadership** - Exhibits confidence in self and others; Inspires and motivates others to perform well; effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.
- **Business Acumen** - Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals.
- **Cost Consciousness** - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.
- **Analytical** - Synthesizes complex or diverse information; Able to parse large amounts of data and distinguish

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the pieces with a large impact; Uses intuition and experience to complement data; Designs work flows and procedures; Employs logic when solving problems.

- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Ethics** - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- **Strategic Thinking** - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.
- **Judgement** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- **Motivation** - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- **Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- **Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.

Qualifications

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To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education and/or Experience

Required:

- High school degree or equivalent
- Bachelor's Degree or equivalent in a related field
- Two years Customer Service experience
- Proven computer skills including Microsoft Office Suite

Preferred:

- Experience with coffee, specialty food, wine or tea

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to effectively communicate details, concepts, analysis results, and substantiation via verbal or written mediums. Ability to speak effectively and present information before groups of customers or employees of the organization.

Mathematical Skills

Ability to add, subtracts, multiply, and divides in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and apply concepts to practical situations. Ability to read and interpret figures, graphs and plots. Ability to manage, organizes, analyze and decipher large amounts of data.

Reasoning Ability

Ability to apply common sense understanding to carry out written or oral instructions. Ability to deal with problems involving concrete variables in standardized situations. Ability to solve problems via a logical, analytic approach.

Computer Skills

To perform this job successfully, an individual should have intermediate PC skills and proficiency with CRM tools, internet software and Microsoft Office applications including Outlook, Word and Excel. Must have the ability to operate general office equipment including copier and fax machine.

Other Skills and Abilities

Ability to manage multiple tasks. Ability to work in a fast-paced environment. Strong time management and organizational skills. Ability to work under dynamic schedule constraints and consistently meet deliverable timelines.

Physical Demands

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While performing the duties of this Job, the employee is regularly required to stand, walk, talk or hear. The employee is frequently required use hands to finger, handle or feel and reach above shoulders. The employee is occasionally required to stoop, kneel, crouch or crawl. The employee must frequently lift and/or move up to 25 pounds and must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is occasionally in the outdoors exposed to moving vehicles and outside weather conditions. Employee will also be exposed to receiving areas, warehouses and store conditions. Personal Protective Equipment may be required when working in designated areas. The noise level in the work environment is moderate.

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Customer Service Representative