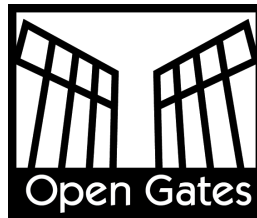


Job Title: Customer Specialist

Date Issued: 3/27/17

FLSA Status: Non-exempt



### **Summary**

The **Customer Specialist** provides front-line customer service and support to Open Gates entities. This role has two primary components. First, this person is responsible for accurate and timely order entry/invoicing and sales support for Kalona Organics customers. Secondly, this person ensures that all individuals who phone or visit our facility receive prompt and courteous assistance.

### **Duties and Responsibilities**

- Manages and completes the order entry process for Kalona Organics including communicating with production/customers as needed.
- Invoices Farmers Creamery and Kalona Organics customers.
- Completes and ships sample requests.
- Runs, verifies, and shares weekly reports as assigned.
- Provides first level customer support in response to incoming phone and Frytown visitor inquiries ie. visitor check-in, determining and contacting appropriate employee, handling deliveries, etc.
- Researches and responds to all routine inquiries, requests, and concerns regarding products, customer service/satisfaction issues, and general company inquiries.
- Troubleshoots and responds to customer requests in a professional, efficient, and effective manner.
- Manages the Frytown training room in a proactive manner, ie. stocking supplies, coordinating presenter needs, completing room setup, and providing oversight of the training room.
- Assists with ordering and maintaining office supplies in all OG locations.
- Works with warehouse to stock the Frytown employee cooler.
- Provides support to the Director team as needed.
- Maintains a thorough understanding of Open Gates businesses, products, and services.
- Provides assistance with projects as assigned.

### **Requirements**

- High school diploma or equivalent. Bachelor's degree preferred.
- Previous experience working in customer service or a business environment preferred.
- Efficient and accurate data entry skills. Knowledge of Quickbooks and Google Drive preferred.
- Demonstrated attention to detail.
- Strong customer service skills with professional telephone and email etiquette.
- Ability and willingness to adhere to the Open Gates Guiding Principles.
- Excellent interpersonal skills (listening, questioning, conflict resolution).
- Ability to solve problems and work independently with minimal direction.
- Ability to work in a fast paced environment, multi-task, and work under deadlines.
- Team-oriented with a focus on working in a collaborative environment.
- Willingness to continually embrace personal and professional development.
- Ability to pass pre-employment customer service and data entry skills test.

**Competencies**

<p><b>Job Knowledge</b></p> <ul style="list-style-type: none"> <li>● Competent in required job skills and knowledge</li> <li>● Exhibits ability to learn and apply new skills</li> <li>● Requires minimal supervision</li> <li>● Displays understanding of how job relates to others</li> <li>● Uses resources effectively</li> </ul>	<p><b>Business Ethics</b></p> <ul style="list-style-type: none"> <li>● Treats people with respect</li> <li>● Keeps commitments</li> <li>● Inspires the trust of others</li> <li>● Works with integrity and ethically</li> <li>● Upholds organizational values</li> <li>● Follows policies and procedures</li> </ul>
<p><b>Customer Service</b></p> <ul style="list-style-type: none"> <li>● Displays courtesy and sensitivity</li> <li>● Manages difficult or emotional customer situations</li> <li>● Meets commitments</li> <li>● Responds promptly to customer needs</li> <li>● Solicits customer feedback to improve service</li> </ul>	<p><b>Communications</b></p> <ul style="list-style-type: none"> <li>● Expresses ideas and thoughts verbally</li> <li>● Expresses ideas and thoughts in written form</li> <li>● Exhibits good listening and comprehension</li> <li>● Selects and uses appropriate communication methods</li> <li>● Presents numerical data effectively</li> <li>● Edits words for spelling and grammar</li> </ul>
<p><b>Dependability</b></p> <ul style="list-style-type: none"> <li>● Responds to requests for service and assistance</li> <li>● Follows instructions, responds to management direction</li> <li>● Takes responsibility for own actions</li> <li>● Commits to doing the best job possible</li> <li>● Keeps commitments</li> <li>● Meets attendance and punctuality guidelines</li> </ul>	<p><b>Cooperation</b></p> <ul style="list-style-type: none"> <li>● Establishes and maintains effective relations</li> <li>● Exhibits tact and consideration</li> <li>● Displays positive outlook and pleasant manner</li> <li>● Offers assistance and support to coworkers</li> <li>● Works cooperatively in group situations</li> </ul>
<p><b>Judgment</b></p> <ul style="list-style-type: none"> <li>● Takes independent actions and calculated risks</li> <li>● Displays willingness to make decisions</li> <li>● Makes timely decisions</li> </ul>	<p><b>Problem Solving</b></p> <ul style="list-style-type: none"> <li>● Gathers and analyzes information skillfully</li> <li>● Resolves problems in early stages</li> </ul>
<p><b>Planning &amp; Organization</b></p> <ul style="list-style-type: none"> <li>● Uses time efficiently</li> <li>● Prioritizes and plans work activities</li> <li>● Integrates changes smoothly</li> </ul>	<p><b>Attendance &amp; Punctuality</b></p> <ul style="list-style-type: none"> <li>● Schedules time off in advance</li> <li>● Begins working on time</li> <li>● Keeps absences within guidelines</li> </ul>