



Customer Relations Developer

FOUR STAR GREENHOUSE LEADERSHIP:

President
Vice President
Managing Director
Manager of Ecommerce Marketing, Operations & Strategy
Ecommerce Marketing & Communications Supervisor
Ecommerce Media & Customer Relations Lead

JOB SUMMARY: Provide outstanding customer service and support to each growing Ecommerce sales channel. Contribute positively to all paths of the customer experience including processing customer orders, answering questions, responding to reviews and coordinating shipping needs. Enhance the customer experience through collaboration with the Ecommerce team to build content and track data for online sales channels, tracking both product and customer data to improve processes. Opportunity to contribute innovative solutions through problem-solving with the team as new challenges arise. Support Four Star Greenhouse's Mission Statement in all job-related functions.

ESSENTIAL FUNCTIONS:

1. Develop and maintain a positive relationship with each customer by acting as their resource, champion, problem solver and in-house advocate. Initiate contact with customers regularly to maintain a successful relationship.
2. Serve as a clear, accurate and timely communicator between the customer, Shipping department, Growing department and Ecommerce team to ensure a smooth customer experience including steps from order placement, to shipment, to planting.
3. Use Salesforce cases to log and track customer issues from first contact to post sales feedback.
4. Use vendor portals for each channel to act on customer needs, respond to questions and reviews, enter product data, etc.
5. Openly discuss challenges with your customers or team members as they arise to prevent conflict and to provide solutions that exceed the customer's expectations. Inform the Ecommerce Media & Customer Relations Lead of unresolved challenges without delay.
6. Actively participate in all meetings. Share your successful customer service techniques or strategies. Ask questions and share your challenges as well as your suggestions for improvement.
7. Work closely with Ecommerce Media & Customer Relations Lead and Ecommerce Marketing & Communications Supervisor to assist with projects when needed, including but not limited to organizing and uploading photography for online sales channels, data entry, review management and product information development.
8. Exceed service level expectations and support the Four Star Mission Statement with all internal and external customers.
9. Other duties as assigned.



ESSENTIAL SKILLS:

1. Demonstrates a basic knowledge of computers and applications including Word, Excel, PowerPoint and Outlook. Demonstrates the ability to quickly learn and adapt to new computer systems, company-specific computer programs and other new technology.
2. Demonstrates the ability to quickly learn and utilize product knowledge.
3. Develop and utilize professional communications when engaging with customers.
4. Appropriately acknowledge challenges and successfully resolve conflicts as needed with both internal and external customers.
5. Earn and maintain the trust and respect of all employees, co-workers and customers.

ESSENTIAL WORK HABITS:

1. Reports to work as scheduled, maintaining a level of absences that results in minimal departmental disruption and minimal unfair burden on other employees.
2. Maintains a positive and cooperative attitude with all fellow employees. Promote positive morale by working effectively as a team member.
3. Establishes priorities, work independently and accomplish objectives with minimal supervision.
4. Ensures that all work areas are kept clean, neat and organized.
5. Handles stress and pressures of the job without causing undue tension and disruption.
6. Maintains high attention to detail in all job-related activities.
7. Maintains a professional public persona online, on the phone and in person.

QUALIFICATIONS:

- Minimum 1-year experience with Microsoft Office
- Preferences
 - Relevant college coursework preferred
 - Gardening or greenhouse experience is a plus
 - Adobe Photoshop or graphic design experience
 - Experience with Salesforce or other Customer Relationship Management software and Content Management Systems

PHYSICAL ASPECTS:

1. Lifting minimum of 30 lbs.
2. Employee may be exposed to temperatures that can be 10-20 degrees above outside temperatures seasonally.
3. Bulk of time is spent at a desk utilizing a computer.