



# Customer Relationship Representative

**PROGRESSION OF SUPERVISORS:** Customer Relationship Team Lead, Ecommerce Manager, Director of Marketing and Ecommerce, CEO, Vice President, President

**JOB SUMMARY:** Provide outstanding customer service to all Ecommerce customers via phone & email. Support Four Star Greenhouse's Mission Statement in all job-related functions.

**ESSENTIAL FUNCTIONS:**

1. Develop and maintain good customer relations by acting as their resource, champion, problem solver, and in-house advocate. Answer phone calls, online questions, chats and close cases. Track and document customer interactions from first contact to post sales feedback through Salesforce with detailed cases to create actionable reports for management.
2. Diligently watch for patterns of misunderstanding/deficient information through incoming cases and alert your supervisor and manager.
3. Order replacement plants for customers.
4. Actively participate in all meetings. Share your successes and challenges. Ask questions and provide suggestions for improvement.
5. Exceed service level expectations with all internal and external customers.
6. Other duties as assigned.

**INDIVIDUAL ATTRIBUTE IDEALS:**

1. Act with Integrity – doing the right thing with honor, even when no one is looking or the consequences are costly, focused on what's best for our company and customers.
2. Model Humble Confidence and Courageous Character – maintain a positive attitude with a foundation of humility and empathy while acting with clarity of vision, strength, and confidence.
3. Relate Authentically – connect with others, listen to understand, communicate with unwavering candor, honesty, discretion, and respect for all.
4. Operate Transparently – be proactively open and honest, lead by offering complete visibility into successes, failures and challenges that are encountered each day.
5. Embody Teamwork – embrace and foster a collaborative culture, share ideas, engage in constructive debate, give, and expect mutual support, celebrate wins together.
6. Exemplify Accountability – measure yourself by the highest standards of integrity, responsibility, and performance, as if you are the Owner of Four Star.
7. Innovate Relentlessly – welcome change, make time to learn, think differently, try out new ideas, take risks, learn from mistakes, simplify complexity, be persistent, find ways to make something better, today!



**ESSENTIAL SKILLS:**

1. Demonstrates more than a basic knowledge of computers and applications including Word, Outlook, Excel, etc.
2. Demonstrates the ability to quickly learn and adapt to new computer systems, company-specific computer programs, and other new technology.
3. Appropriately acknowledge challenges and successfully resolve conflicts as needed both internally and with customers.
4. 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 result in minimal departmental disruption and minimal unfair burden on other employees.
2. Maintain a positive and cooperative attitude with all fellow employees. Promote positive morale by working effectively as a team member.
3. Establish 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. Maintain high attention to detail in all job-related activities.

**QUALIFICATIONS:**

1. Minimum 2 years experience in a customer service role or similar position.
2. Minimum 2 years experience with Microsoft Office.
3. Salesforce experience is a plus, but is not a necessity.
4. Relevant college course work preferred.
5. Submit a cover letter to be considered for this position.

**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 and a phone.