

Order Fulfillment and Customer Service Supervisor **Elmwood Stock Farm, Georgetown KY USA**

Elmwood Stock Farm is a family-owned farming business located in Scott County, KY. The farm covers 550 acres and grows a wide assortment of organic vegetables. Additional production includes row crops, hay for livestock, grass-fed and -finished beef cattle and sheep, along with pasture-raised pigs, chickens, and heritage breed turkeys. The farmland is USDA Certified Organic, as are the crops, the animals and the products produced. This is unique for the area, and Elmwood Stock Farm maintains a healthy place to work while producing nutritious farm foods for customers.

We're hiring for an **Order Fulfillment and Customer Service Supervisor** to join our team in Georgetown, KY. This is a hands-on supervisory role where you are leading the order fulfillment process and delivery of over 1,000 custom orders per week. You would be managing and growing the team, creating efficiency, overseeing employee safety, and ensuring utmost customer satisfaction, all while looking for opportunities to continuously improve. You will be creating and managing performance metrics, in conjunction with Management, for key areas to appropriately measure operational success. In this role you will be hands-on in assisting in putting together orders, however, the priority is for you to manage/orchestrate /oversee all the employees that do play roles in the order fulfillment process.

You would report to a co-owner, and lead up to 7 direct reports, including fulfillment staff, delivery drivers, farm admin assistant, inventory staff. This role has growth potential to take on more responsibilities.

We offer an annual salary along with bonus potential, weekly CSA share along with access to additional organic vegetables and discounted grass-fed and pasture raised, organic meats and eggs, chef-prepared home-cooked organic lunch each workday, paid sick and paid vacation time. Enjoy working in an environment where you are performing meaningful work providing nutritious, wholesome, and safe food to individuals and families that are appreciative and dependent on what you do each day to feed them.

Our ideal candidate brings the ability to lead a team, manage constantly changing dynamics when it comes to order fulfillment and provide top-level customer service. If you are passionate about organic food and have been in relatable roles outside of our industry such as logistics, fulfillment, customer service, food service, warehouse, delivery management, etc. we are comfortable training on our process. We're hiring someone who is proficient at managing time and can flex in a fast-paced environment.

Required Skills and Attributes

- Minimum 3 years prior supervisory experience
- Customer Service, Order Management and/or Fulfillment.
- Problem-solving and Interpersonal Skills
- The Ability to Manage up and down.
- Technological skills to use computer, printers, tablets, Word, Excel, Google Drive, customized software programs and apps.
- Driver's License
- Physical Requirements: standing, walking, carrying crates of product, stooping, lifting, loading up to 50 lb., unloading up to 50 lb., working in walk-in freezers, working in walk-in refrigerated coolers, working inside packing barn in summer temperatures, pushing and pulling carts of product.

Job Responsibilities

- **Oversight of Customer Interaction:** Ensure every CSA member and customer has a high-quality experience with service that exceeds their expectations, ensure the team:
 - Communicates with CSA members to attend to their questions, needs, and add-ons to their shares.
 - Communicates and coordinates with CSA host partners to execute prescribed delivery plans.
 - Communicates with customers to help them understand and access the desired products.
 - Professionally answers customer questions, record details of inquiries and comments as well as actions taken, refer to others on the Elmwood team, and follow up.
 - Takes and processes orders for Elmwood products while keeping detailed records.
 - Assists workplace wellness partners in cost-share and voucher programs.
- **Oversight of the Fulfillment Process:** Ensure each order is packed carefully, correctly, timely and that items are delivered to the customer in a manner that meets or exceeds their expectation, ensure the team:
 - Works with the Production Manager to be ready for order and CSA share packing on schedule.

- Picks and packs the orders with the correct items reviewing for high quality.
- Uses the appropriate packaging and takes care to ensure items are packed for travel to the customer without damage.
- Uses attention to make sure the labels and accompanying information for delivery drivers are accurate and complete.

- **Human Resource and Professional Development** of direct reports, including but not limited to: Hiring, Firing, Employee Development, Scheduling, Time Keeping, Payroll, Paid time off, Employee Absences.

- **Manages Efficiency**
 - Manage performance metrics including, but not limited to Customer satisfaction, Employee Satisfaction, Marketing division profitability.
 - Continuously look for ways to improve efficiency and remove any roadblocks preventing the successful performance of the team.

- **Manage and continually look to improve the Customer Experience**
 - Become well-versed and develop an ability to assess customers' needs and provide answers, paths, troubleshooting help, or methods for a positive customer experience.
 - Identify and develop problem-solving methodologies to resolve customer issues.
 - Exceed expectations to achieve CSA member retention and generate repeat business.

- **Compliance with Food Safety**
 - Become knowledgeable in Good Agricultural Practices (GAP) and maintain compliance with food safety standards.
 - Become knowledgeable of Organic Certification and maintain compliance of recordkeeping and practices to meet certification.

Elmwood Stock Farm

<http://elmwoodstockfarm.com/about/employment/>

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