

Job Opening: Customer Service

Elmwood Stock Farm, Georgetown KY USA

Start Date: as soon as available

Monday-Friday, Full-time

The Customer Service professional will assist CSA members and customers with inquiries, orders, questions about production and purchasing, and all the assortment of needs that arise. Working with the other members of the communications team, the Customer Service Manager will develop positive relationships with CSA members and customers and consistently provide excellent service that meets or exceeds expectations.

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 we are proud to maintain a healthy place to work while producing nutritious farm foods for our customers.

Required Skills and Attributes

- Positive attitude and desire to meet high expectations.
- Excellent verbal and written communications skills.
- Ability to multitask, prioritize, and manage time efficiently.
- Good interpersonal skills and active problem-solving skills.
- Ability and willingness to be flexible and respond to changing circumstances and expectations.
- Able to think fast, find answers, and respond quickly to customer issues, all with a polite, empathic, and professional attitude and manner.
- Ability to listen actively and accurately record basic information simultaneously.
- Ability to excel in a team work environment.
- Ability to thrive in a highly dynamic and fast-paced system.
- Appreciation for quality and attention to details.
- Ability to organize and prioritize tasks as needed.
- Basic technological skills to use computer, printer and learn customized software programs.
- Basic office skills of phone, filing, data collection and recordkeeping.
- Specifically, this position requires attention to detail, organizational and communication skills, and multitasking abilities to ensure that each and every CSA member and customer has a high-quality experience with service that exceeds their expectations.

Job Responsibilities

- Communicate with CSA members to attend to their questions, needs, and add-ons to their shares.
- Communicate and coordinate with CSA host partners to execute prescribed delivery plans.
- Maintain CSA software updates and website in coordination with the communications team.
- Print, sort, categorize and prepare CSA member customized order sheets making ready for fulfillment.
- Edit and maintain CSA delivery routes for drivers based on weekly orders.

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- Professionally answer customer questions, record details of inquiries and comments as well as actions taken, refer to others on the Elmwood team, and follow up.
- Take and process orders for Elmwood products while keeping detailed records.
- Communicate with customers in person, on the phone, and through email to help them understand and access the desired products.
- Identify and develop problem-solving methodologies to resolve customer issues.
- Become well-versed and develop an ability to assess customers' needs and provide answers, paths, troubleshooting help, or methods for a positive customer experience.
- Assist in marketing CSA to new business partners and recruit individual members.
- Assist CSA Workplace Wellness partners in setting up cost-share and voucher programs as needed.
- Coordinate with the communications team on special events promotions and social media postings.
- Manage relationships to build a reputation for excellent service and generate repeat business.
- Become knowledgeable in Good Agricultural Practices (GAP) and maintain compliance with food safety standards.
- Become knowledgeable of Organic Certification and maintain compliance of recordkeeping.
- Complete additional tasks as the needs of the farm change.

Compensation and Benefits

- Be set up for success: The training you will get and the knowledge you will develop can last a lifetime.
- Be part of a team that is 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.
- Gain experience working in the commercial production and sales of USDA Certified Organic meats, vegetables, and other products.
- Develop the skills and experience needed for excellence in communication of most anything.
- Access to free organic vegetables and discounted grass-fed and pasture raised, organic meats and eggs.
- Chef-prepared home-cooked lunch each workday.
- Paid time off including some holidays.
- Health insurance.
- Retirement.
- Compensation dependent on professional experience in the range \$16-18 per hour.

Elmwood Stock Farm
<http://elmwoodstockfarm.com/about/employment/>
859-621-0755