

Job Opening: Customer Service Associate
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 other needs that arise. Working with the other members of the sales team, the Customer Service Associate 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 375 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. The family farmers are committed to maintaining a healthy place to work while producing nutritious farm foods for the community of customers.

Required Skills and Attributes

- 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.
- Positive attitude and desire to meet high expectations.
- Excellent verbal and written communications skills.
- Good interpersonal skills and active problem-solving skills.
- Flexibility and responsiveness 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.
- Basic technological skills using computers, printers, and phones, and ability to learn customized software programs.
- Basic office skills including filing, data collection and recordkeeping.
- Highly organized with strong time management skills and ability to prioritize based on goals and timelines.
- Familiarity with using or comfortable learning Google Drive, Microsoft Office, Wordpress, Facebook, POS software, CRM software, inventory software, Asana, and Canva.

Job Responsibilities

- Communicate with CSA members and customers via email, via phone, or in person to attend to their questions, needs, and add-ons to their shares.

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- Communicate and coordinate with CSA host partners to execute prescribed delivery plans.
- Ensure customers have the most up-to-date information available by updating CSA website, farm website, and/or social media platforms.
- Print, sort, categorize and prepare CSA member customized order sheets, delivery reports, and other logistical materials according to needs of weekly fulfillment schedule.
- Edit and maintain CSA delivery routes for drivers based on weekly orders.
- Maintain records of customer questions, inquiries, comments, actions taken by the farm, and keep other teammates informed or involved as necessary.
- Take and process orders for Elmwood products while keeping detailed records.
- 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.
- Support the marketing team on special events promotions and social media postings.
- Manage relationships to build a reputation for excellent service and maintain strong customer retention.
- 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

- Access to free organic vegetables and discounted grass-fed and pasture raised, organic meats and eggs.
- Competitive paid time off including vacation and sick days.
- Eleven paid holidays.
- Employer-sponsored health insurance.
- Retirement plan with employer match
- Compensation dependent on professional experience in the range of \$16-18 per hour.
- Gain specialized experience working on the commercial production and sales of USDA Certified organic meats, vegetables, and other products.
- Belonging to a team dedicated to good food with integrity, feeding customers both local and nationwide.

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