

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 almost 400 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 fulfillment and delivery of up to 1,000 custom orders per week. You would be managing and growing the team, leading the pace while 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, and oversee all the employees involved in the order fulfillment process while providing stability when challenges arise.

This rarely-open position on the management team is vacated due to employee relocation. You would report to a co-owner, and lead up to 7 direct reports.

We offer

- Annual salary \$50,000-\$55,000 plus performance based bonus potential.
- Weekly CSA vegetable share and egg share.
- Discounted organic grass-fed and pasture raised, organic meat and pantry items.
- Paid holidays, sick leave, and vacation time
- Health insurance
- Retirement plan.
- Enjoy working in an environment where you are performing meaningful work providing nutritious, wholesome, and safe food to individuals and families who depend on and appreciate what you do each day.

Our ideal candidate

- Brings the ability to lead a team.
- Manages constantly changing dynamics when it comes to order fulfillment, and provides top-level customer service.
- Is passionate about organic food and could have been in comparable roles outside of our industry such as logistics, fulfillment, customer service, food service, warehouse, delivery management, etc.; as we are comfortable training on our process.
- 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 experience.
- Problem-solving and interpersonal skills.
- The ability to manage up and down.
- Technological skills with computers, 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 lbs., unloading up to 50 lbs., 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, ensuring the team adheres to processes and:
 - Communicates with CSA members and customers to attend to their questions, needs, and help them understand and access the desired products.
 - Communicates and coordinates with CSA host partners to execute prescribed delivery plans, and assists workplace wellness partners in cost-share and voucher programs..
 - Professionally answers customer questions, record details of inquiries and comments as well as actions taken, refers to others on the Elmwood team, takes and processes orders for Elmwood products and follows up.
- **Oversight of the Fulfillment Process:** Ensure each order is packed carefully, correctly, punctually, and that items are delivered to the customer in a manner that meets or exceeds expectations, ensuring the team:
 - Works with the Production Manager to be ready for order and CSA share packing on schedule; receives product; picks and packs the orders with the correct items, reviewing for high quality. .
 - Works with team members to be sure shipping items are listed for sale, available to pick and pack, and shipped on schedule.
 - 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, Training, Scheduling, Time Keeping, Payroll, PTO, 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 with all customers.
- **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.