

Could you be our next Customer Excellence Specialist?

DEPARTMENT: **Customer Excellence**

JOB TITLE: **Customer Excellence Specialist**

REPORTS TO: **Commercial Engagement Leader**

Here's what we're looking for:

The Customer Excellence Specialist ensures delivery of excellent customer service through fast and accurate processing of orders and communication with customers; coordinating with other departments to resolve inquiries, issues or problems; and exercising discretion in evaluating the needs of each customer and applying his or her best judgment in resolving issues or problems in a manner tailored to those individual needs. The Customer Excellence Specialist is the first and primary point of customer contact for general inquiries like pricing, products, scheduling etc. Builds and maintains business relationships with customers by providing prompt and accurate service to promote customer loyalty.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Order Processing:

- Receive customer purchase orders (phone, email, direct from sales reps) and process orders in the system.
- Ensure delivery of products in a timely and accurate manner by coordinating with freight forwarders and customers
- Execute the billing process of orders including the processing of credit and rebills of orders
- Provide constant and timely feedback to customers on the status of their order
- Process product samples, free good orders
- Coordinate and handle customer returns including product replacement orders

Customer Management:

- Handle and respond directly with customers on any inquiries or issues/problems in a timely manner
- Work directly with departments (sales, marketing, operations) in resolving issues
- Ensure customer excellence

Other Duties:

- Enforce existing policies and procedures and ensure company compliance
- Assist sales team as needed
- Ensure all orders are complete and closed for month end
- Assist with projects as needed by the Customer Engagement Leader
- Frequent and consistent communication and coordination with other internal departments such as Marketing, Sales and Operations is required.

QUALIFICATIONS:

Education and Experience

- 2+ year College education is preferred
- 5+ years' experience in customer service role
- Knowledge of customer service principles and practices
- Intermediate level experience with Microsoft Office (Excel, Outlook, Word)
- Experience with Oracle/JD Edwards or equivalent ERP system highly preferably
- Knowledge of logistics and supply chain
- Turf and Ornamental or Agriculture industry experience a plus

Key Competencies

- Pleasant personality and a positive attitude: must exhibit professionalism, patience and a people-first attitude to deliver exceptional service to external and internal customers
- Strong attention to detail and accuracy with a sense of urgency required for a fast-paced environment
- Highly motivated and works productively with minimal supervision
- Excellent listening and communication skills - verbal and written
- Ability to exercise discretion and good judgment
- Intermediate problem analysis and problem-solving skills
- Ability to work with other departments/teams to accomplish goals

Salary

- Annual salary starting at \$55,000.00, commensurate with experience

Apply:

- Email CV/Resume (and a cover letter if you choose) to etaras@sipcamagro.com