

## JOB DESCRIPTION – Customer Service, Part Time

<b>Position Title:</b> Customer Service		<b>Department:</b> Sales
<b>Reports to:</b> Global Sales Director		<b>Additional Benefits:</b> None
<b>Base Salary:</b>  <b>Hourly</b>  <b>\$25.00/hr</b>  <b>On site position</b>	<b>Start Date</b>  October 1, 2024  Hours Maximum 29/ wk	<b>PTO accumulates</b>  <b>2 hours every 80 worked</b>  <b>No paid holiday or vacation</b>

### SUMMARY: Part Time Customer Service

Customer Care manager is here to provide solutions to customers, whether retail or wholesale. The primary goal of providing solutions to our customers and taking care of their needs. They will serve the equine industry by selling and supporting products that meet our customers' needs for the comfort and safety of the rider and horse. Every customer contact will result in an improved relationship with that customer. Provides feedback on product performance, projected sales by product, market dynamics and competitive activity. continuously strive to strengthen our supplier partnerships

### ESSENTIAL FUNCTIONS:

- Customer Service Functions:
  - Place online orders from Retail Customers - advise customers on best products for their horse.
  - Resolve customer issues and answer customer questions.
  - Provide shipping updates/corrections to operations.
  - Provide product support for proper usage.
  - Assist Operations Manager with product returns including processing, updating customers, monitoring for product issues.
  - Provide feedback to operations on analysis to reduce return rate
  - Process warranty claims
  - Monitoring and addressing MAP pricing violations.
  - Digital asset onboarding and support

- Inside Sales Functions:
  - Process requests for events and personal sponsorship.
  - Process phone orders.
  - Fulfill Customers custom product requests.
  - Serve as retail customer contact points, phone, and social media inboxes.
  - Serve as Wholesale customer contact points, phone, FB group, OrderEase.
  - Respond to website contact form submittals, and website product questions.
  - Provide product recommendations to wholesale and retail customers
  - Website: updating copy, products, and settings as needed, communicate issues and support requests to Silicon Dales, design and customer experience support
  - Catalog: structure and copy creation, design and image support
  - Create, maintain, and update internal info on product measurements and details.
  - Create, maintain, and update digital asset libraries.
  - Packaging development support
  - Liaison for designers and photographers, project support
    - Copy editing
    - Marketing support
    - Warehouse support
    - RyTech contact for improving our email marketing
  
- Wholesale/Retail Sales: Via Order Ease
  - Point of Contact for top accounts- Dover, SmartPak, Big Dee's, Schneider's, The Farm House, and Adams.
  - Increase sales with existing accounts
  - Identify and open new accounts

**JOB SPECIFICATIONS:**

- Incoming calls answered 90% of the time.
- Emails responded to within 24 hours.
- Returns processed a minimum of 3 days a week.

**TECHNICAL SKILLS**

- Google office, OrderEase platform, Counterpoint.
- Technical understanding of Thinline products and competitors products.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Ability to manage multiple assignments and prioritize work – for oneself and others - based on goals established by leadership.
- Excellent communication skills, both written and verbal, including the ability to interface effectively with people from a variety of backgrounds.
- Significant involvement in the nurturing and fostering of a productive work atmosphere.
- Decision-making, definition of milestones
- Proactive identification and understanding of customer needs
- Reliability in regards to dates, achievement of objectives, assigned priorities and ability to work and behave under pressure, and maintain a healthy Work-Life Balance.
- Preparedness to accept risk, timely decision-making and taking of action, preparedness to assume responsibility.
- Systematic caring for key accounts, addressing of customer feedback, continuous improvement of customer service
- Negotiating techniques, moderation of meetings, conducting one-on-one meetings.
- Reliability in regard of dates, achievement of objectives, assigned priorities.
- Proposal of alternative solutions, new ideas and suggestions for improvement.