

GUAYAKI SUSTAINABLE RAINFOREST PRODUCTS JOB DESCRIPTION

JOB TITLE: Multidimensional Cebador **REPORTS TO:** Regional supervisor
DEPARTMENT: Sales & Service

SUMMARY: Sells, serves, and prepares yerba mate by performing the following duties.

DUTIES AND RESPONSIBILITIES:

The following reflects management's definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons.

- Exhibits knowledge of complete line of yerba mate products and services and customers' issues and needs. Understands and communicates information regarding company products, services, and policies and procedures to new and existing clients.
- Flexibility to support sales, universities and events = multidimensional.
- Supports Guayaki Brand Yerba Mate in the specified region. Presents the brand, answers questions, and educates customers about yerba mate.
- Supports the Regional Cebadors at retail accounts; implementing FULLSHEVELS and other best practices, merchandising, sampling, etc.
- Supports the University Cebadors in sharing and activating yerba mate on campus.
- Supports Special Operations Cebadors at music and lifestyle events.
- Presents mate, answers questions, and educates individuals about yerba mate.
- Prepares yerba mate for others to enjoy. Drinks the first cup to ensure that the yerba mate is ready to be enjoyed by all.
- Possesses and maintains thorough knowledge of Guayaki Brand Yerba Mate as well as beverage industry product information.
- Responds to all inquiries and requests in a timely and professional manner. Consults with customers to resolve problems and to provide ongoing support.
- Communicates with others, composing replies to correspondence and emails concerning such items as requests for merchandise or information.
- Attends and participates in team strategic sales meetings.
- Performs other duties as assigned by manager.
- Compiles summaries pertinent to events or demos performed.
- Pursues integration for Guayaki products at lifestyle events.
- Frequently works with or reports to Supervisor.

QUALIFICATIONS:

- Familiarity with yerba mate and previous experience in preparing yerba mate preferred.
- Strong organizational skills; ability to manage priorities and workflow
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm
- Excellent customer service skills
- Good judgement with the ability to make timely and sound decisions

- Creative, flexible, and innovative team player
- Bilingual skills a plus.
- Professional appearance and demeanor
- Ability to effectively communicate with people at all levels and from various backgrounds.
- Must be able to speak, read, write, and understand the primary language(s) used in the work environment.

PHYSICAL REQUIREMENTS:

While performing the duties of this job, the employee is frequently required to do the following:

- Stand and walk for long periods of time.
- Lift and move up to 30 pounds.
- Understand and respond to a diverse population.
- Coordinate multiple tasks simultaneously
- Calculate figures and amounts.

WORK ENVIRONMENT:

- Work environment is always changing, but is primarily at Events at various locations and Demos at such locations as in stores or at colleges/universities.