Guayaki Sustainable Rainforest Products
JOB DESCRIPTION

JOB TITLE: Customer Service Management Cebador
APPROVED BY: **APPROVED DATE:**
DEPARTMENT: Sales and Service **CLASSIFICATION:** Exempt
REPORTS TO: Mateo Sluder

SUMMARY: Oversees all aspects of our 5-person Customer Service department which includes direct customer interactions, sales to distributor partners and corresponding logistics, management of wholesale direct accounts, as well as maintaining a professional relationship with the retail side of distribution for the company. Responsibilities will include supervision, training, evaluation, and leadership of Customer Service team members; will act as the Project Manager for departmental projects, specifically, departmental systems optimization, reporting, pricing and specification sheet maintenance; and liaison between customers, Distributor Relationship Cebadora and VP of Sales.

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.

- Organizes, directs, and monitors daily activities of customer service representatives.
- Distributes workload to customer service team; monitors and reviews performance.
- Monitors service calls and emails to ensure professionalism in the customer service representatives' demeanor, technical accuracy, and conformity to company policies; provides feedback as needed.
- Monitors and analyzes productivity of customer service representatives; generates status and work-volume reports using standard metrics.
- Fields questions from both customer service representatives and clients; recommends and/or intercedes as necessary to address customer concerns or complaints.
- Oversees order-related communications to ensure diplomacy.
- Acts as liaison between customers, Distributor Relationship Cebadora, and VP of Sales.
- Oversees and ensures efficient order placement (direct, wholesale, distributor, promotional), approval, and fulfillment.
- Screens and filters and redirects all PR and sponsorship inquiries.
- Screens and filters all international sales leads.
- Ensures timely resolution of order discrepancies, damage, mis-shipments, and chargebacks.
- Fields wholesale inquiries that come in by phone, fax, email, or web.
- Maintains and cultivates wholesale accounts.
- Maintains records of customer service requests and complaints and ensures that issues are addressed in a professional and timely manner.
- Creates, manages, updates, and distributes pricing and specification sheet for the company.

- Maintains recorded voicemail announcement menus; updates as necessary.
- Supervision, training, evaluation, and leadership of customer service representatives using quarterly 30/60/90 review process.
- Establishes procedures, prepares and coordinates schedules, and expedites workflow.
- Provides bi-annual year over year sales reports for VP of Sales.
- Creates bi-weekly sales reports for sales meetings.
- Serves as liaison between Operations, Quality and the customer service team.
- Prepares other reports and correspondence as needed.
- Performs customer service representative duties as needed.
- Ability to create systems for automating routine tasks where possible and sensible.
- Performs other related duties as assigned by manager.

QUALIFICATIONS:

- Bachelor's degree (B. A.) or equivalent, two to four years related experience, or equivalent combination of education and experience.
- Ideally (but not required) Customer Service Management background in consumer products industry.
- Basic competence in duties and tasks of the department.
- Strong organizational, systems thinking, problem-solving, and analytical skills.
- Ability to manage priorities and workflow.
- Excellent customer service and professional interpersonal skills.
- Demonstrated ability to supervise, evaluate, and motivate team members.
- Good judgement with the ability to make timely and sound decisions.
- Creative, flexible, and innovative team player.
- Commitment to excellence and high standards.
- Excellent written and verbal communication skills.
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm.
- Proficient on Microsoft Office Suite, with intermediate to advanced experience with Excel.
- Proficient experience with Netsuite, and Edict Systems (EDI), strongly preferred.
- Experience with Salesforce, and SmartSheet, preferred.
- Fluency in Spanish and/or Portuguese, preferred.

SUPERVISORY RESPONSIBILITIES:

- Supervises customer service representatives

PHYSICAL REQUIREMENTS:

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

- Coordinate multiple tasks simultaneously.
- Understand and respond to a diverse population.
- Sit for extended periods.

WORK ENVIRONMENT:

- **Works from Guayaki Yerba Mate headquarter office in Sebastopol California.**

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies:

Intellectual	Interpersonal	Leadership	Organization	Self-Management
☒ Analytical	☒ Customer Service	☒ Change Management	☒Business Acumen	☒ Adaptability
☐ Design	☒ Interpersonal	☒ Quality Management	☒ Cost Consciousness	☒ Dependability
☒ Technical Skills	☒ Written Communication	☒ Delegation	☐ Diversity	☒ Attendance/Punctuality
☒ Problem Solving	☒ Team Work	☒ Visionary Leadership	☒ Ethics	☒ Initiative
☒ Project Management	☒ Oral Communication	☒ Leadership	☒ Organizational Support	☒ Motivation
	☒ Diplomacy	☒ Managing People	☒ Strategic Thinking	☒ Professionalism
	☒ Negotiation			☒ Planning/Organizing
				☒ Quality
				☒ Innovation
				☒ Quantity
				☒ Judgment
				☒ Safety & Security