

JOB DESCRIPTION – Customer Relations Representative, Data Operations

Job Title: Customer Relations Rep - Tier 1
Department: Operations
Reports to: Supplier Services Manager
FLSA Status: Non-Exempt
Employment: Full Time
Salary: Negotiable
Benefits: Excellent Benefits, 401K, Generous PTO, and Work from Home Policy
Location: Bradenton, FL

Summary: We are a small B2B technology company that operates within the Natural Products Industry. Our mission is to provide effective, high quality, affordable supply chain technology and services to buyers and sellers. We are seeking applicants with a continuous improvement mindset, and the right mix of cultural fit and technology experience, to join our growing Operations team. The chosen prospective employee will join a growing technology company with a mind toward employee growth and learning, and active participation with long-time and engaged staff. Founded locally, the company will celebrate its 20th Anniversary in the Sarasota/Bradenton area from October through September 2020.

Duties and Responsibilities:

- Help triage inbound email and phone calls for vendor, retailer, broker, or partner follow-up and outreach
- Contact vendor prospects by email and phone for initial introductions, follow-up, or other service purposes
- Articulate program services, benefits, requirements and service fees when appropriate
- Handle customer objections and escalate to appropriate internal person as needed
- Document and log all cases/customer contact in company CRM, NetSuite
- Onboard new vendors and follow through all steps of the onboarding process to ensure completion of the set up and testing process
- Provide direct support to both retail, vendor and broker customers for the installation, usage, and maintenance of the Company line of technical products and services
- Help Supplier Operations team troubleshoot for various supply side customers' applications, order and product data issues, including brokers, manufacturers and direct vendors.
- Escalate vendor inquiries to Tier 2 or other Technical Departments according to standard order procedures

Essential Skills:

- Critical thinking and problem solving
- Excellent organizational skills
- Good customer service skills
- Good verbal communication skills
- Good written documentation skills
- Advanced troubleshooting and analytical skills
- Basic understanding of CRM
- Research and learning
- Process and detail oriented
- Proficient with Microsoft Office Suite and in tune with developing technologies

Experience & Education:

- Telemarketing experience helpful
- Previous customer service experience helpful
- Helpful but not required – EDI Support, electronic documents knowledge
- Experience with EDI VANs/Solutions will provide additional value

You may be the right fit if:

- You like helping people and are comfortable with problem solving and teaching
- You are comfortable and engaging when talking to customers on the phone
- You are interested in learning Agile and Scrum and embrace its tenants with the rest of your team
- You are passionate about Continuous Improvement and are committed to quality
- You seek the right tool for the job
- You love to learn and learn fast
- You like working with a team in a team-centric environment
- You are responsible; able to manage time effectively and work efficiently, both with and without direct supervision