



Position Title: Customer Experience Associate
Manager's Position: Director of Operations

Job Description:

The Customer Experience Associate will be accountable for meeting and exceeding defined operational objectives while providing a WOW! experience for customers and visitors. This individual serves as the primary contact with clients and vendors. They are responsible for inputting orders accurately, problem resolution, and occasional special projects

Qualifications:

- Bachelor's degree in business or related field required
- Proficient in Microsoft Word/Excel
- 5 years plus years Customer Service Experience
- Specialty Coffee & Tea enthusiast
- Exceptional interpersonal, communications, commitment to customer, and follow through skills
- Capacity to analyze business operations of prospects and customers to recommend effective programs, problem solutions, and increased utilization of company products and services
- Strong leadership skills with capacity to successfully interact with employees at all levels of the organization and at all levels of customer organizations
- Familiarity with small business owners a plus
- Ability to upsell to existing customers.

Responsibilities:

- Answer customer queries, from simple questions such as stock check or order status
- Respond to a high volume of customer calls
- Process new incoming orders for shipment
- Accurately enter orders for all customers
- Supports outside sales representatives and operations
- Complete customer care, and follow through, to resolve outstanding issues
- Process returns, change requests, etc.
- Communicate with customers regarding their orders
- Learn Crimson Cup products to become a product expert.
- Increase sales by upselling to existing customer's products they currently do not purchase
- Continually update customer records to keep them current

