



POSITION DESCRIPTION

POSITION TITLE:	Corporate Sales & Customer Service Representative
DEPARTMENT:	Sales & Marketing
CLASSIFICATION:	FT; Exempt; Salary
POSITION REPORTS TO:	Direct Marketing Manager
POSITION SUPERVISES:	None
APPROVAL:	FT/ED

OVERVIEW

We expect and encourage our employees to make positive contributions to the Lake Champlain Chocolates' culture by aligning personal behaviors with the company's vision, mission and core values.

As such, team members are expected to consistently AMAZE our customers, VALUE and encourage team member excellence and well-being; CARE for our community and environment; and GROW through innovative leadership, planning and execution. We respect individual initiative and creativity, demand attention to detail, and strive for the highest measures of quality in all that we do. It is through dedication to this vision that Lake Champlain Chocolates can become the gold standard of gourmet chocolate.

POSITION SUMMARY

The Mail Order Corporate Sales & Customer Service Representative is responsible for helping us to amaze our customers by providing timely, friendly, and professional customer service via phone, live chat and email. They are responsible for growing our corporate sales program with a focus on the holiday gift giving season. Provide administrative support to our sales team, as needed. Ensure that customer service supports the vision, mission, values, and brand of Lake Champlain Chocolates.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

- 1. Responsible for prospecting, cultivating and soliciting customers who are buying for corporations, businesses or organizations.**
 - a. Develop yearly corporate sales goals and overall strategy to achieve them in collaboration with the Direct Marketing Manager.
 - b. Grow corporate sales revenue while maintaining profitability goals. Service and maintain existing corporate customers and develop new sales through various outreach efforts. Make recommendations on discounts/incentives for individual customers.
 - c. Actively participate in networking events to grow corporate sales leads as well as table/showcase at conferences and other events. Take part in professional development opportunities as needed to keep current in the field.
 - d. Create corporate quotes, order imports & exports, and payment authorizations within Excel.
 - e. Communicate regularly with the Accounting Department to ensure all orders are successfully processed and paid.
 - f. Communicate regularly and effectively with the shipping department to ensure corporate orders are printed accurately and that any questions regarding delivery methods, timing, and other shipping-related issues are addressed in a timely manner.
 - g. Maintain corporate sales log and analyze performance related to corporate sales goals.
 - h. Communicate with the Design and Packaging teams to create custom logo orders.
 - i. Work collaboratively with the Direct Marketing Manager to implement corporate advertising campaigns and manage the corporate expense budget.
 - j. Assist in creating corporate solicitation letters and other mail pieces. Analyze performance of customer segments and identify those to include in solicitations. Coordinate mailings with print vendor to both current and prospective clients.

- k. Send corporate samples to prospective clients and maintain samples budget.

2. Provide high quality customer service for the Mail Order Department.

- a. Assist customers via the phone, email, and over live chat in a timely, friendly, and professional manner. Place all orders directly in our website admin or in Mail Order Manager (MOM).
- b. Monitor customer inbox, respond and/or forward emails as appropriate.
- c. Provide backup support for order imports from the website into MOM.
- d. Provide backup support for running the appropriate Mail Order reports on a daily/weekly/monthly basis, including the MO Report.
- e. Adhere to Fraud Prevention Policy & Procedures.
- f. File claims with UPS for damages/late deliveries.
- g. Pull customer file from MOM for all catalog mailings and send out to MO team for review. Once approved, send final file to the printer.

3. Provide back up support for Wholesale Customer Service.

- a. Be logged into phone queues and field customer calls if sales rep or primary wholesale customer service rep is unavailable.

4. Assumes responsibility for establishing and maintaining effective communication, coordination and positive working relations with LCC team members and management

- a. Communicates relevant information to customers, vendors, co-workers, and other departments as needed.
- b. Inform mail order team of activities and any significant challenges.

5. Assumes responsibility for related duties as required or assigned

- a. Applies best customer service practices and ensures that LCC customer service supports the vision, mission, values, and brand of Lake Champlain Chocolates.
- b. Provides assistance and support to related departments, as required.

PERFORMANCE MEASUREMENTS

1. Corporate revenue goals are met or exceeded.
2. Customer service is timely, friendly, and professional.
3. Data entry, orders, and reports are thorough, timely, and accurate.
4. Recommendations for customer service improvements are communicated to the Direct Marketing Manager.
5. Customer service activities are completed in accordance with LCC policies, procedures, and standards.
6. Good communication and effective working relations exist with other departments.
7. Documentation is timely, complete, accurate, and up to date.
8. Effective time-management and organizational skills are consistently used to complete all tasks.
9. LCC professional reputation is projected in all contacts.
10. Achieve or exceed corporate sales goals, including revenue, number of new clients, and number of new contacts

QUALIFICATIONS

EDUCATION/CERTIFICATION:	Associates' Degree and/or experience in related field.
KNOWLEDGE REQUIRED:	Customer Service, MS Office, Syspro, Mail Order Manager (MOM), Web-based ordering.
EXPERIENCE REQUIRED:	Three or more years of experience in customer service, preferably in a consumer products environment.
KEY SKILLS AND ABILITIES:	<p>Must be able to become familiar with and follow the policies and procedures of the company as well as the employee handbook.</p> <p>Enthusiastic and pleasant personality.</p> <p>Honest with high degree of integrity.</p> <p>Exhibit a positive attitude.</p> <p>Ability to give, receive and act on feedback.</p> <p>Ability to assist and support others.</p> <p>Responsive and relates well to supervisor/manager.</p> <p>Well-organized, accurate and strong attention to detail.</p> <p>Remains calm and composed under pressure.</p> <p>Dedicated to delivering quality.</p> <p>Able to work well with others; build and maintain positive employee relations; team player.</p> <p>Ability to multi-task and prioritize.</p> <p>Strong analytical skills.</p> <p>Solid interpersonal, public relations and customer service skills.</p> <p>Effective speaking and presentation skills.</p> <p>Excellent oral and written communication abilities.</p> <p>Strong time management skills.</p> <p>Ability to effectively deal with customers on the telephone, in-person, and via e-mail.</p> <p>Accurate data-entry and typing skills.</p> <p>Proficiency in Microsoft Office Products to include Word, Outlook, Access, Excel and Powerpoint.</p> <p>Statistical analysis, including processing, interpreting, and reporting on data.</p>

PHYSICAL ACTIVITIES AND REQUIREMENTS

DEXTERITY:	Use primarily just the fingers to make small movements such as typing, picking up small objects, or pinching fingers together.
SPEECH:	<p>Must be fluent in English.</p> <p>Ability to convey and/or follow detailed or important instructions or ideas accurately, loudly, or quickly.</p>
HEARING:	Able to hear and comprehend average or normal conversations and receive ordinary information.
REPETITIVE MOTIONS:	Able to frequently and regularly perform movements using the wrists, hands and/or fingers.
VISUAL ABILITY:	Average, ordinary visual acuity necessary to prepare or inspect documents or products, or operate machinery.
PHYSICAL STRENGTH:	Light work; exerts up to 30 lbs. of force occasionally, and/or up to 10 lbs. frequently.

WORKING CONDITIONS

ENVIRONMENT:	Business casual office environment. No hazardous or significantly unpleasant conditions (such as in a typical office).
TEMPERATURE:	Typical air conditioned office.
SCHEDULE:	Works 40 hours per week; 30 minute lunch, 8:30 am to 5:00 pm.. Extended night, weekend and holiday hours during the busy season and as special events dictate.
INTERACTION:	Extensive public contact.

MENTAL ACTIVITY AND REQUIREMENTS

REASONING ABILITY:	Ability to deal with a variety of variables under only <u>limited standardization</u> . Ability to <u>interpret</u> various instructions.
MATHEMATICS ABILITY:	Ability to perform advanced math skills to use decimals to compute ratios and percents, and to draw and interpret graphs.
LANGUAGE ABILITY:	Ability to read a variety of books, magazines, instruction manuals, atlases, and encyclopedias. Ability to prepare memos, reports, and essays using proper punctuation, spelling and grammar. Ability to communicate directly and distinctly with appropriate pauses and emphasis; correct punctuation (or sign equivalent), and variation in word order; using present, perfect, and future tenses.

INTENT AND FUNCTION OF POSITION DESCRIPTION

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

In accordance with the American with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.

