



Sales and Customer Service Associate

Full Time, Non-exempt, Hourly

Starting Pay Rate: \$15.50/hour

Position Summary: A Customer Service Associate is responsible for processing incoming orders and for providing excellent customer service to our broad range of customers. This is a seasonal position, with some weekend hours required during the January-April period. While remote work is a possibility, actual potential for remote work will be assessed individually.

Reports to: Customer Service Manager

To apply: Email resume, cover letter, and references to jobs@highmowingseeds.com
Please put the job title in the subject line. No phone calls please.

Responsibilities:

- Provide excellent customer service in a fast-paced office environment.
- Answer customer questions about our products and about growing in general, via phone and email
- Learn and maintain proficiency in order-taking processes to ensure smooth fulfillment of customer orders
- Become familiar with and knowledgeable about the varieties of vegetables, flowers, herbs, cover crops and supplies that High Mowing Organic Seeds offers.
- Attend weekly sales and customer service meetings, field walks, and trainings
- Provide general support for the Sales team, including data entry, mail sorting and other office duties as needed
- Occasionally provide temporary support in other departments at High Mowing, including Packing, QC, and Fulfillment

Skills and Qualifications:

- Excellent attention to detail and ability to follow through on details every time
- Proven ability to sell and close a deal
- Excellent relationship building skills
- Willingness to do outreach on the phone and in person
- Strong computer skills and the ability to learn new programs quickly
- Excellent organizational skills

- Ability to remain friendly, calm and positive in the midst of a difficult customer service situation
- Ability to motivate self and others and be a positive role model for peers
- Ability to adapt to change and thrive within a rapidly growing small business
- Sense of humor and positive attitude
- Experience with farming, gardening, and/or food highly desirable
- Excited to participate in upselling
- Reliable and communicative