



## **Wholesale Customer Service Associate**

Full Time, Seasonal

Hourly \$12.02-\$18.02/hour

**Position Summary:** Our Wholesale Customer Service Associate is responsible for processing incoming orders and for providing excellent customer service to our seed rack customers. This is a seasonal position (December through April).

**Reports to:** Wholesale Manager

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

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### **Responsibilities:**

- Receive and process large amounts of incoming orders by phone, fax, mail, or email in a timely manner
- Assist in maintaining the Seed Rack Inbox and Fundraiser Inbox
- Answer customer questions about our seed rack offerings and about growing in general
- Assist customer service throughout the season as seed rack duties permit
- Be able to assist with accounting inquiries around sales invoices, credits, and balances
- Help stores with merchandising tips and ensure they are stocked and have everything they need to move product
- Upsell when appropriate and capture re-orders
- Acknowledge and resolve customer complaints
- Learn and maintain proficiency in wholesale order-taking processes to ensure smooth fulfillment of customer orders
- Become familiar with HMOS seed rack programs, products, displays, and pricing  
Become familiar with and knowledgeable about the varieties of vegetables, flowers, and herbs that we offer
- Assist in maintaining the Fundraiser Inbox; be ready to answer any questions pertaining to our Fundraiser Program and help set up organizers for success
- Attend weekly sales and customer service meetings
- Participate in weekly check in meetings
- Represent High Mowing Organic Seeds at tradeshow and conferences if necessary
- Other duties as needed.

**Skills and Qualifications:**

- Strong computer skills and ability to learn new programs quickly
- Excellent customer service skills, including ability to use positive language, attentiveness, and adaptability
- Strong written and oral communication skills
- Fantastic phone skills, well-spoken and active listener
- Confidence in working as part of a team and capacity to carry out individual tasks without intensive supervision
- Willingness to ask questions and respond constructively to feedback
- Ability to adapt to change and thrive within a rapidly growing small business
- Knowledge of and experience with home gardening and retail sales
- Sense of humor and positive attitude
- Willingness to follow Covid-19 protocols and guidelines