



Customer Service Representative



Amazing Grass

We're More Than a Greens Company, We're a Movement

For over 3 generations we've organically grown and harvested the most nutrient-dense greens on Earth.

Today, we authentically craft our greens with the highest quality plant-based superfoods curated from around the world in partnership with farmers who are committed to the same sustainable practices.

As the category leader, Amazing Grass sells and distributes a broad range of plant-based nutritional products through premium retailers such as Whole Foods, Sprouts, Costco, Target and Amazon.

The Position

This position will be based in Amazing Grass' offices in Newport Beach, CA.

The Customer Service Representative will report to the Customer Service Supervisor.

Major Responsibilities

Hands-on position will be responsible for answering daily calls processing orders, and managing select accounts as needed:

- Answer incoming calls to process or troubleshoot order issues, resolve customer questions or reroute if necessary
- Open, maintain & update customer accounts
- Process orders received via email, fax, EDI & vendor portals
- Follow up on customer orders with 3PL when necessary
- Provide information about products to customers
- Handle returns and/or customer complaints
- Perform assigned system maintenance
- Continuously evaluate and identify opportunities to drive process improvements
- Complete other duties or projects as assigned by supervisor or manager

Essential Qualifications

The successful candidate for Customer Service Representative should have relevant or similar experience in the following areas:

- **Organizational and Communication Skills.** Excellent communication and organizational skills.
- **Attention to Detail and Proactive.** Self-directed and work with minimal supervision as well as the ability to multi-task, prioritize and manage time effectively.
- **Team Orientation.** Strong team orientation with ability to work outside of assigned duties.
- **Additional Career Progression.** The successful candidate will demonstrate an ability to continue to assume greater responsibility once they have mastered the initial responsibilities and delivered excellent results.

In addition, ideal candidate must have: strong communication and analytical skills. Excellent organization, verbal and written communication skills, along with positive attitude are a must. Ability to maintain a pleasant and professional demeanor at all times

Netsuite experience strongly preferred. Must be skilled in Microsoft applications including Word, Excel and Outlook.

Physical Requirements

- Employee must be able to perform essential functions of position with or without reasonable accommodations. Must be able to sit for extended periods of time within a typical office environment.
- Ability to look at a computer screen for extended periods of time.
- Ability to maintain a professional demeanor within a flexible work environment.
- Must have close visual acuity to view a computer screen; prepare and analyze data and information; transcribe information; and read.
- Must be able to talk; express or exchange ideas by means of the spoken word; those activities where detailed or important spoken instructions or information must be conveyed to others accurately, loudly or quickly (by phone or in person).
- Must be able to hear; perceiving the nature of sounds at normal speaking levels with or without correction, and having the ability to receive detailed information through oral communication, and making fine discriminations in sound.
- Employees must be willing to travel and be able to lift, and carry and transport boxes and materials up to 25lbs and stand for periods of time.

The Person

Beyond the above qualifications, candidates must possess the following personal attributes:

- **Organization and Multi-Tasking Skills.** We are obsessively thoughtful, every detail matters. The position has primary responsibility for efficient organization. This person must be effective in working under deadlines, prioritize issues and manage concurrent projects.
- **People Skills.** We are authentic and approachable. An ability to build positive, pleasant, and productive relationships with customers, partners and team members is essential. Like our products, we are honest and real, no added preservatives.

- Passion to Win. We are a passionate group of confident people, bold in our actions. The Team is enthusiastic and committed to improving the health and lives of our consumers. This enthusiasm and confidence fuels our competitive advantage. Our energy is contagious...pass it on!
- Positive, Fun and Optimistic Environment. We strive to create a hard working, lively environment that is enjoyable and rewarding. Our Team is encouraged to be collaborative and bring their own unique personality and style. We are light hearted, fun and simply inviting...come on in!