



ASSISTANT CUSTOMER SERVICE MANAGER / FULL TIME / SHELBURNE, VT

Position Summary

You will lead customer service for Nova Natural and other catalog businesses at our warehouse. You will both supervise other customer service representatives and participate in the daily operations of customer service, fielding calls, chats and resolving customer issues. This position reports directly to the Operations Manager.

Responsibilities and Accountabilities

Supervision

- Assist in hiring and training customer service representatives.
- Understand and analyze website and mobile customer behavior to ensure that customers are receiving excellent service through these channels.
- Create up to date customer service training materials.
- Create schedule for hiring and training seasonal customer service representatives for the holiday rush.
- Manage daily schedules of customer service representatives to ensure adequate phone, live chat and email coverage through the day.
- Assist in coordinating service expectations.

Customer Service:

- Achieve a level of confidence with web-based software that ensures your ability to solve problems.
- Engage professionally in follow-up communication via phone/fax/email/live chat with customers and coworkers.
- Exhibit a can-do, positive attitude with all customers.
- Achieve and demonstrate familiarity with product lines, catalogs, current promotions and company policies.
- Consistently perform all steps of the Call Center Initiative (ONE CALL):
 - Open with a cheerful greeting.
 - Needs – Determine your customer's needs.
 - Explore options, discuss possible outcomes, and weigh benefits and costs.
 - Confirm the resolution and explain what the next steps will be.
 - Add notes, send emails, and implement your resolution.
 - Leave your customer with a "Thank you," and an invitation to contact us again.
 - Look forward to assisting your next customer!



Daily Operations:

- Manage customer telephone calls, emails, chats and other customer requests.
- Educate customers, sell product and place orders into the computer system.
- Provide customers with information about products and services.
- Identify, research and resolve customer concerns in a professional and timely manner.
- Follow through to resolution of any customer needs not immediately resolved.
- Recognize, document and communicate to management trends and themes that emerge from interactions with customers.

Requirements

- Minimum of 2 years Customer Service experience, preferably in a Call Center environment.
- Demonstrated time management skills and focus.
- Ability to prioritize.
- Ability to articulate thoughts into clear and concise written and verbal communication.
- Commitment to customer service and the ability to manage conflict.
- Computer literate, with a working knowledge of Microsoft Word and Excel.
- Availability to work a flexible schedule to meet the needs of the holiday business, which will require evening and weekend shifts.

About South Meadow Ventures

South Meadow Ventures, LLC was founded in 2001 with a single consumer catalog title; Nova Natural Toys & Crafts. Nova Natural Toys & Crafts is committed to wholesome play with heirloom quality, non-disposable toys. In 2008 Nova Natural became the US distributor for Babylonia, a Belgian manufacturer of organic baby wraps and carriers and Fair Trade dolls. In 2015 Nova Natural acquired the established consumer catalog titles China-berry and Isabella, continuing their missions to provide quality products, carefully curated and personally tested.

Why We Are Hiring

We're growing! This is a new position in our organization.