



## **CUSTOMER SERVICE REPRESENTATIVE / FULL TIME / SHELBURNE, VT**

### **Position Summary**

Responsible for acting as a liaison between customers and the company. Assists with complaints, orders, errors, account questions, billing, cancellations and other queries.

### **Responsibilities and Accountabilities**

- Assist customers via phone, email, live chat or social media.
- Greet customers warmly and ascertain reason for calling.
- Cancel or update accounts.
- Assist with placement of orders, refunds or exchanges.
- Advise customers on company and product information.
- Accurately record payment information and other pertinent information such as addresses and phone numbers.
- Place or cancel orders.
- Answer questions about warranties or terms of sale.
- Suggest solutions when a product malfunctions.
- Sell products and services.
- Work with management to ensure proper customer service is being delivered.
- Utilize computer technology to handle high call volumes.
- Be able to follow a script, as well as improvise around it.

### **Requirements**

- Experience in customer service preferred.
- Knowledge and competency with computers required.

### **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.