



Job Description: Front Office Customer Service Representative

Location: Crofton, MD

Chesapeake Coffee Roasters is seeking an in-house (Front office) customer service representative.

Description: The Chesapeake Coffee Roasters (CCR) Front Office Customer Service Representative provides client support services to CCR operations. They will be the first face-to-face contact for clients and customers entering the Crofton office and often the first person to talk to clients on the telephone. This position requires a highly organized, detail-oriented person who can multitask easily. Customer order management will be done in cooperation with the Customer Service Manager. In addition to the primary responsibilities of processing incoming and outgoing orders, job tasks include maintaining the copier, telephone system, office supply levels, in-office catering, customer engagement, and all other tasks necessary to ensure proper operations of the main front office. The position will work directly with the Director of Sales to ensure that new customers are properly recorded in the customer management system, that initial orders are placed, and that delivery instructions are understood by the CCR team.

Reports to: The Customer Service Manager

Primary Responsibilities: Customer Service and Office Management

Coordinated (shared) responsibilities

- Field & Process incoming and outgoing customer service-related inquiries (wholesale & retail);
- Field & Process incoming and outgoing product orders (wholesale & retail);
- Field & forward incoming and outgoing service calls/appointments;
- Ensure that new customers are set up in the CCR customer database
- Process all product orders received via phone, email, or in person;
- Carry out billing and invoicing for outgoing product orders, including follow-up on past due payments when required
- Communicate Routing to Drivers
- Process cash and credit card payments
- Process shipping and delivery paperwork for UPS and fleet drivers
- Fill out thank you cards for Shipping and Sales
- Sampling Schedule and Kit maintenance
- Maintain par level of swag, graphics, and retail space.
- Ensure that retail walk in customer have coffee and tea options brewed and available.

Direct responsibilities

- Answer incoming phone calls and transfer calls to the appropriate personnel;
- Become well versed in our coffees and teas, other beverages, and companion products;
- Field inquiries from potential customers;

- Serve as an internal resource for lead generation for the sales department, including sales estimates, research, and office-based sales-related tasks;
- Assist the entire staff as needed to facilitate production, packaging, shipping, and sales;
- Assist Accountant with accounts receivable collections and inventory data entry, including Direct Store Delivery (DSD) invoicing;
- Receive walk-in customers and fulfill their orders;
- Manage email communications with current customers, including company policy communications;
- Data updating on leads to customers and ensuring appropriate details are completed for initial orders;
- Maintain the appearance of the showroom, reception area, front office, and breakroom, ensuring product is stocked and the company is presented professionally;
- Ensure office supplies are in stock and ordered as needed;
- Maintain security by following company procedures for walk-ins, deliveries, and visitors (a refinement of procedures will be required);
- Maintain the VOIP system for in-house phone operations, manage the telephone system, including the creation and setting of recordings at holiday closure times, and the forwarding of calls when employees are absent;
- Participate in CCR events and community activities;
- A cross-trained job would require occasional responsibilities in the areas of:
 - New account set-up
 - Shipping/ order picking
 - Production/ Packaging

Qualifications:

- High school or equivalent diploma, clerical and/or administrative experience required;
- Excellent computer skills; Microsoft Office experience is a must, and NetSuite resource planning systems (or other ERP systems) knowledge is helpful;
- Experienced in independently using office automation equipment and troubleshooting technical issues;
- Possess strong organizational, written, and verbal skills, with a high level of attention to detail
- Amiable and clear telephone and front desk demeanor;
- Self-starter with demonstrated ability to lead and work independently;
- Must be able to multitask, prioritize tasks appropriately, and work with a team;
- Coffee enthusiast, with an appreciation for specialty food products
- Demonstrate a personal commitment to green or sustainable living;
- Willingness to participate in CCR events held beyond standard working hours, including representing the company at coffee demonstration locations;
- Ability to work Monday through Friday from 11am – 6pm and have some flexibility to occasionally work events outside of regular hours.

Salary: Starting at \$20.00/ hour