



Department: Sales

Status: Non-exempt

Reports to: Sales Directors

Supervisory direction from: Sales Directors & Account Managers

Schedule: Monday through Friday, 9 am to 6 pm.

Job Description: The focus of this role is on order entry and coordination of orders from PO through shipping for all regions of the Sales Team, including Whole Foods, National and Hospitality.

Physical requirements:

- Stand, walk, sit at a desk;
- Type and communicate via commonly used office equipment including telephone and email;
- Ability to lift up to 40 pounds

Skills:

- Computer and MS Office;
- Highly attentive customer service;
- Knowledge of Rishi products;
- Problem solving;
- Market knowledge;
- Resolving conflict;
- Work independently and as part of a team;
- Self-motivated and pro-active;
- Highly effective and persuasive communication skills including: listening, verbal and written;
- Attention to detail;
- Time-management, prioritization and organizational skills;
- Basic addition and subtraction and conversion from metric to American Standard units of measure;
- Observation and analytical skills;

Goals of position:

- Ensure high level of customer service;
- Educate customers about new and existing products as well as tea brewing techniques and general tea knowledge;
- Contribute to sales growth through coordinating seamless customer experience by:
 - Coordinating on-time delivery of orders for accounts in the specified Regions;
 - Providing support to specified Regions to ensure customers' needs are met;

Duties:

- Utilizing Oasis CRM to complete order cycle;
- Providing clear expectations and information regarding out-of-stocks, new product arrivals, order fulfillment times, shipping and all other trouble-shooting required for successfully completing a customers' order;
- Communication with other departments to ensure customers' needs are met in all areas including A/R, new product development (R&D, compliance, purchasing), blending, production, fulfillment, shipping and creative;
- Daily contact with accounts through email and telephone;



- Assist with the main line phone calls for appropriate routing or providing information;
- Other duties, tasks, and projects as they arise.