



185 S 33rd Court Milwaukee, WI 53208
www.rishi-tea.com

Position: Customer Service Representative
Departments: Marketing & E-commerce
FLSA Status: Non-exempt
Reports to: Brand Marketing Manager
Supervisory Direction from: Customer Experience Specialist
Schedule: Monday – Friday, 9am – 6pm

Summary:

This Customer Service Representative position is a member of Rishi's Marketing and E-Commerce sales teams. The function of this role is to provide high-touch customer service to shoppers on Rishi's e-commerce website: www.rishi-tea.com. This role serves as the initial point of contact for Rishi's e-commerce customer service telephone line and e-mail inbox. The Customer Service Representative is responsible for responding to all e-commerce customer inquiries within one business day.

Essential Job Duties:

- Respond to all e-commerce customer inquiries
- Manual entry of orders placed by telephone
- Modify or cancel orders
- Manage e-commerce inventory in platform backend
- Coordinate international shipping, including customs documentation
- Set up promo codes, new products, simple page updates via platform backend

Sphere of Interaction:

The Customer Service Representative engages with a wide range of departments at Rishi, including: Production, Fulfillment, Warehouse, Sales, Marketing, and Accounting.

Requirements:

- Four-year Bachelor's degree
- Fluency with Microsoft Outlook, Word, Excel, Powerpoint
- Savvy internet user
- Web design or programming skills a plus
- Minimum 3 years customer service experience, preferably in an e-commerce business
- Passion for tea, fine food, or beverage
- High energy level; self-motivated; desire to learn
- Attention to detail; ability to multi-task
- Global perspective; cultural mindfulness; multi-lingual a plus
- Comfortable working both independently and as a member of a team