

# *Fresh* INNOVATIONS CALIFORNIA, LLC.

**Job Title: Customer Service Manager**

**Location:** Stockton, CA office

**Summary:** Your goal will be to provide outstanding Customer Service to our clients by developing effective customer service procedures, implementing customer satisfaction goals and assuring all activities affecting company financials such as invoicing and sales reporting is completed at the highest level of accuracy.

**Duties and Responsibilities** include the following. Other duties may be assigned.

- Manage the entire process of entering Customer orders accurately and follow up with any changes
- Maintains customer satisfaction by providing problem-solving resources.
- Build relationships through excellent customer communication and a sense of urgency.
- Document customer service discussions and actions
- Set and maintain all customer service procedures and policies
- Analyzes variance and initiates corrective actions.
- Maintain a professional workspace and workflow
- Determines customer service requirements by maintaining contact with customers and visiting operational environments.
- Conducts customer service surveys
- Improves customer service quality results by studying, evaluating, and re-designing processes and establishing and communicating service metrics and monitoring and analyzing results.
- Maximizes customer operational performance by providing help desk resources and technical advice.
- Accomplishes information systems and organization mission by completing related results as needed.
- Work with Production for any special urgent orders
- Conduct daily activities with a high level of accuracy and eye for detail
- Work with Quality Control for consumer complaints and analysis

**Qualifications:**

- A minimum of (3-5) years of experience in Customer Service
- Friendly, professional, positive attitude with the ability to adapt to different personalities
- Self-motivated and results driven
- Exceptional communication skills with strong phone presence

- Comfortable cold calling clients
- Ability to handle a fast-paced work environment
- Ability to work with numbers, pricing guidelines, simple equation formulas, and accurate data entry

**Education/Experience:**

Bachelor's degree Business Administration or equivalent field of study.

**Language Ability:**

Ability to read and interpret documents such as customer correspondence. Ability to write routine reports and correspondence. Ability to speak effectively before groups of investors, vendors, customers, or employees of organization. Bi-lingual Spanish preferred

**Math Ability:**

Ability to calculate and understand figures and amounts such as percentages, area, discounts, interest, commissions, proportions, volume capacities and financial proformas. Ability to apply simple financial concepts areas relative to the position.

**Reasoning Ability:**

Ability to solve practical and complex problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**Computer Skills:**

To perform this job successfully, an individual should have knowledge of Microsoft Word; Microsoft Excel; and Microsoft PowerPoint and various internet communication software as well as syndicated data understanding.

**Equipment:**

Laptop computer  
Cell phone

**Supervisory Responsibilities: N/A**

**Work Attributes and Environment:**

The work attributes and environment characteristics described here are representative of those an employee encounters and must perform while executing the essential functions of this job.

- Time management assertiveness to adjust to specific duties
- Attitude: Approach all opportunities with a positive can-do attitude.
- Data-driven: Makes timely and effective decisions using data.
- Hands-on: Willing and able to jump in at all levels of the business to build and develop people, systems, and processes.
- Strategic and Systems Thinking: Understands the connections and relationships

across functions and entities for both internal and external constituencies; can oversee the development of plans for complex projects and ensure successful execution.

- Change Leadership: Initiates and/or sponsors change efforts; aligns resources; overcomes resistance and engages, or motivates, others to implement and sustain change efforts where needed.
- Results-oriented: Does what is necessary to improve performance; balances the resources to produce desired outcomes; tracks and monitors performance.
- Partnership: Engages others to identify mutual goals, develop solutions, make decisions, and achieve outcomes.
- Service-oriented: Focuses and aligns actions and decisions on ways to enhance service and commitment to exceptional customer service.

While performing the duties of this job, the employee is maybe exposed to wet or humid conditions (non-weather); may work near moving mechanical parts; and be apart to outdoor weather conditions. Most of this position would be an office environment. The noise level in the work environment is usually low to moderate.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk, listen, walk, sit, stand, lift, or move up to 50 pounds. The employee is moderately required to stoop, kneel, crouch, or crawl.

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Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Management Signature

\_\_\_\_\_  
Date