

PT's Coffee Roasting Co.

Job Title:

Customer Service, Sales, and Support Specialist

Department: Customer Service
CSSS-1 = Customer Service Specialist

Our Mission:

*Exceptional Coffee,
Lifelong Friendships
Wisdom to Appreciate Both*

Core Values:

Service: *Go the extra mile on service. Do more than the customer expects. Help them to succeed. Be proactive and timely.*

Quality: *Seek the best coffees grown on earth, pay a fair price, roast to order, teach and follow proper grinding and extraction standards, and serve it fresh. Never, ever accept less and help our customers to do the same.*

Caring: *Our commitment is to our customers, our co-workers, our community and the farmers who produce the coffee we buy, roast and sell.*

Frugal: *Be cautious and prudent with expenditures without compromising quality, efficiency, accuracy, or value to the customer.*

Integrity: *Be honest, professional, and ethical in all dealings.*

Consistency & Improvement: *Never stop learning. Constantly create and improve systems to increase accuracy, efficiency, and consistency. Always put the customer's needs first.*

Position: Customer Service, Sales, and Support Specialist
Monday - Friday 9:00-5:00 (with some nights and weekends)

Requirement: Topeka residence preferred. Reliable transportation a must.

Probationary Period: 90-day

Compensation: Salary

Benefits: Group Health Insurance Plan; Vacation and Sick Days; Life Ins. and Disability after 90 days; Company Contribution to 401k after 2 years

Job Introduction:

A Customer Service, Sales, and Support Specialist is primarily responsible for the level of satisfaction a customer has with PT's Coffee Roasting Co. This

position involves a high level of responsibility for consulting and training on a wide variety of topics regarding food-service and coffee. The representative must be self-motivated to learn about coffee and the specialty coffee industry. You will be responsible to lead and teach customers with confidence and a positive attitude. You must be able to solve problems proactively and without direct supervision. You will have a large impact on developing relationships with PT's customers. You must be able to offer excellent customer service and speak intelligently about our coffee offerings and products. Customer Service, Sales, and Support Specialists are a vital part of our company's success.

Duties:

Customer Service

- Advanced understanding and skill in using QuickBooks, Shopify, Excel, and PT's Website ordering and accounting systems
- Sales skills including set-up and orientation of new accounts, consultative selling, and checking in with clients to see if we can help with their business needs
- Customer contact by telephone and email including proactive calling and order taking
- Preparation and delivery of Account Maintenance documents for customer relations (instructions, signs, marketing and display materials)
- Key account maintenance, developing a personalized relationship with specific accounts where the Customer Service Sales and Support Specialist becomes the account's primary contact
- Participating in coffee cuppings on a weekly basis
- Identifying and addressing any customer service needs
- Understanding resources and tools available to focus energy and attention on these job duties for a positive result
- Knowing how to solve customer issues/problems in an expedient manner with a positive result for both PT's and the customer

90-day goal:

The following list of goals must be accomplished within 3 months (90 days) of being hired. All resources necessary to accomplish these goals will be made available. If the following goals are not accomplished a permanent position will not be offered.

1. Be familiar with each coffee varietal, Direct Trade farm, and origin that PT's sells
2. Be able to taste current coffee offerings and know their flavor notes
3. Be familiar with espresso blends, and with espresso terminology
4. Understand roasting terminology
5. Understand all brewing processes, including French Press, Pour Over, Chemex, Auto Drip, Percolator, Espresso and Aeropress

6. Know the following terms and be able to explain them and PT's position on them: specialty coffee, shade grown, certified organic, fair trade, Direct Trade
7. Understand coffee ratio chart and be able to make device-specific calculations for customers
8. Be familiar with the company structure, policies, personnel, etc.
9. Effectively learn the coffee traffic system
10. Be proficient in all company computer systems, shipping processes, and inventory monitoring
11. Have expert knowledge of our website and practical knowledge of our social media tools
12. Be proficient in basic accounting, including receipt of monies owed, refunds given, credits applied and invoices accounted for.
13. Exhibit advanced understanding of PT's primary wholesale accounts, including location, ordering schedule, terms of payment, and special requests/needs

Upon completion of all of these goals and a satisfactory review by a supervisor, the employee will secure a full-time, permanent position with PT's Coffee Roasting Co. Inc.