

## **Customer Service Representative**

VT Dry & Cure Technologies – North Springfield, VT

### **Job description Overview**

A successful Customer Service Representative at VT Dry & Cure Technologies acts as the first initial point of contact for inquiries, information, and product knowledge support to customers. It's VT Dry & Cure Technologies goal to ensure customers satisfaction through effective communication and problem-solving needs are met with each interaction. Customer service also takes customer orders, processes payments, handles RMA's, helps to troubleshoot and resolve issues, and maintains accurate records of customer interactions.

Job Type: Full-time

Salary Range: \$19.00 – \$27.00/hour

### **Responsibilities**

- Answer incoming calls and direct calls to appropriate departments.
- Troubleshoot and answer low-level technical questions.
- Authorize phone orders and Ecommerce orders on Shopify platform.
- Capture customer payments in Authorize.net.
- Respond to Bot inquiries.
- Work with Accounting to record sales numbers into spreadsheets and Customer Service Manager for shipments going out.
- Call flagged customers to verify correct addresses and contact information.
- Working with Marketing to manage and organize merchandise inventory and reorders.
- Data collection and organize into spreadsheets.
- Filing/organizing paperwork and checking PO's match invoices to pay vendors for Accounting. Assisting bookkeeper with credit references and other tasks when needed.
- Assisting Chief of Staff when needed, for example crate packing for trade shows.
- In contact with VP of Marketing for website updates and other tasks.
- May need to perform other tasks that are assigned by the Chief of Staff.

### **Qualifications**

- High school diploma/GED.
- Proficient working with MS Office, Excel, Word, and Outlook.

- Must work well in a team environment.
- Strong and clear written and verbal communication skills required.
- Basic technical/mechanical skills are a plus.
- Must be able to lift up to 50lbs.
- Must be able to stand and sit for 8 hours.

**Benefits:**

- 401(k)
- 401(k) match
- Health insurance
- Dental insurance
- Vision insurance
- Life insurance
- Paid time off
- Employee Assistance Program

To apply: Please send your resume to [accounting@cannatrols.com](mailto:accounting@cannatrols.com).