



7631 LUPINE LANE • VICTOR, ID 83455 • (208) 354-4790

## JOB DESCRIPTION

TITLE: Customer Success Manager  
REPORTS TO: Sales Operations Manager

### **Job Purpose Summary:**

The Customer Success Manager is responsible for coordinating the day-to-day order and customer service needs of Kate's Real Food in order to increase customer retention, increase customer satisfaction, and help the company uphold its goal of a "second to none customer experience".

### **Essential Responsibilities:**

#### **Order Management**

- Receive and enter orders into the Company's business management software system(s)
- Generate invoices and shipping labels for all orders
- Manage the order process in coordination with the production and shipping departments to ensure timely delivery and customer satisfaction
- Act as a liaison between the production department, fulfillment department, and the sales department

#### **Customer Service Management**

- Answer all incoming customer and consumer phone calls and emails and provide appropriate follow-up communication
- Identify customer type, collect all necessary information, provide requested information in a professional and timely fashion, reroute requests to the appropriate person(s) and follow up to confirm proper request handling

#### **Sales Management Support**

- Assist Sales Representatives with administrative tasks
- Assist the Sales Operations Manager to support sales management activities
- Proactively reach out to customers to generate new leads, sales and additional orders
- Miscellaneous administrative support as needed
- Charge back management: monitor customer payment deduction and charge backs. Work with Sales Representative(s) to dispute charges when necessary.

### **Reports To (by title):**

- Sales Operations Manager

**Travel:** None Required

**FLSA Employment Status:** Non-Exempt (hourly)

## **Qualifications & Abilities:**

- Must be comfortable filling high volume of daily orders
- Background in Customer Service
- Strong communication skills, both written and verbal
- Ability to multi-task and maintain focus in a fast-paced work environment
- A results driven, energetic, confident personality
- Strong organizational skills and detailed-oriented
- Self-motivated; proactive and enthusiastic demeanor
- Ability to work both autonomously and as the member of a team
- Experience with Microsoft Office Suite & Quickbooks. Salesforce experience preferred.
- Bar industry passion and the appreciation of the culture that goes with it