

INSIDE SALES REPRESENTATIVE

DEPARTMENT: Customer Service

REPORTS TO: Customer Service Manager

PURPOSE

Perform the duties of a sales and customer service representative for our Inside Sales Team.

ESSENTIAL JOB FUNCTIONS

1. Maintain excellent public relations with all external contacts.
2. Answer inbound telephone calls from customers seeking to place a sales order, discuss the status of an order, or discuss a concern or issue
3. Cold call existing customers (promotions/news/events/new innovation).
4. Set up/maintain accounts in the Customer Maintenance and Alternate Address files.
5. Serve as internal sales representative for house accounts.
6. Manage the **order-to-shelf supply chain** for customers.
7. Communicate item, policy, pricing, and other information to customers.
8. Increase customer satisfaction and retention.
9. Drive customers to order methods that do not require re-keying.
10. **Proactively** anticipate customer needs.
11. Identify Burt's Bees products by the description from the customer.
12. Discuss Burt's Bees products and their intended uses as "product groups".

MINIMUM RECRUITMENT STANDARDS

1. One year of post-high school education preferred; High School Diploma required.
2. Call center and/or data entry experience preferred.
3. Must be able to achieve a 6,500 keystroke-per-hour score.
4. Fantastic written and verbal communication skills.
5. Excellent follow-up, organizational skills and attention to detail.
6. Strong work ethic, reliable and ability to work independently and meet strict deadlines is a must.
7. Ability to show a deep empathy for customers and the field, and ability to serve as the voice of the customer to the organization.
8. Demonstrated ability to excel in an information, metric-driven organization.
9. Demonstrated ability to learn advanced use of the tools required to do the job.

Crystal Chudy
Customer Service Manager
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