

CUSTOMER SUCCESS MANAGER

La Ferme Black River Game Farm is looking for a **Customer Success Manager** to join our team. 2020 has been a year like no other in the history of business. Are you excited by change? Do you thrive on independence, creativity, and growth? And most importantly, do you consider yourself a foodie? If so, then consider joining a leading food distribution company that has been in business for over 40 years, as we navigate the tides of change during this most unusual of times.

To be successful at La Ferme you must be patient, empathetic and passionately communicative. Problem solving comes to you naturally. We are an entrepreneurial small business so you will be given the opportunity to roll up your sleeves and do whatever is needed to get the job done. Your goal is to ensure excellent service standards, respond efficiently to customer inquiries and maintain high customer satisfaction.

Job functions:

- Open and maintain customer accounts by recording account information
- Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
- Assist with all aspects of order fulfillment, from order entry, to packing and invoicing (heavy lifting required)
- Maintain customer database
- Maintain financial accounts by processing customer adjustments
- Recommend potential products or services to management by collecting customer information and analyzing customer needs
- Prepare product or service reports by collecting and analyzing customer information
- Develop systems and processes to ensure our customer retention rate is the best in the industry.

We would love to hear from you if you:

- Have a Bachelor's degree or College Diploma in Business Administration, Sales or Marketing
- Got sales chops, hustle and follow-through when you see an opportunity
- Love to help people, and you can easily find common ground and nurture relationships
- Successfully managed and worked with entrepreneurial customers
- Have experience in the food industry
- Have direct experience in Customer Success Account Management
- Have previous experience working in Marketing, or jointly with a Marketing department (Demand Generation or Content Marketing)
- Naturally are curious and analytical
- You are naturally driven and thrive in an independent work environment
- Love to eat and communicate about great food all the time.

La Ferme is committed to building a team that represents a variety of backgrounds, perspectives, and skills. We believe that the more inclusive and diverse we are, the better our work will be. If you're smart and great at what you do, come as you are.