

Who we are:

Farmstead Finish is a whole animal slaughter facility and butcher shop that focuses on helping our farmers find ethical, timely and compassionate slaughter service for their livestock, and our consumers find meat that is locally sourced, healthy and handled with respect. From local animal sourcing to on-site and mobile slaughter services, high quality butchering and packaging. Farmstead Finish focuses on working with naturally or organically raised, grass fed, and healthy meats through its small network of local farmers.

Scope:

We are a group of area farmers dedicated to family agriculture, healthy environments for our animals and families, and raising food ethically, responsibly and honorably. We believe in respect for farmer, consumer, and animal alike.

Whether at the facility, or part of the MSU (mobile slaughter unit) we focus on a low-stress, compassionate process that both farmer and consumer can feel confident about.

We believe we are all part of the food revolution and how and where we spend our money impacts the communities in which we live. We believe being in healthy relationship with our farmers, our animals and our consumers brings us to healthy relationship with how we choose to feed ourselves.

Who we're looking for:

We're looking for a Client Service Representative with a passion for customer service and education. Quality, ethically sourced food is important to you, and you look forward to sharing the why's and how's with our clients. Ideally, you have 3+ years of Customer Service experience, with a focus in ethical food systems, and a basic knowledge of meat/butcher cuts, though we are willing to work with the right person. You're organized, energetic and have patience in explaining scheduling and product availability with our clients.

## **Responsibilities**

- Receives incoming requests via phone and email to schedule harvest dates for either on-site slaughter or MSU in a timely, respectful manner.
- Date stamps all requests and highlights pertinent data to facilitate processing.
- Communicate and organize current and upcoming harvest dates with on-site and MSU team.
- Schedule and perform reminder/follow up calls and/or emails to confirm appointments
- Performs quality checks on all work to assure accuracy of cutting requests, and proper invoicing

- Effectively communicate schedules/lead times to our farmers.
- Educate clients on available/appropriate cuts according to animal and weight.
- Provides excellent customer service by being attentive, respectful and professional at all times; insures understanding of customer request and follows-through as promised; being proactive in identifying and addressing member concerns, or problems.
- Demonstrates helpful and effective telephone etiquette and customer service skills by providing appropriate information to callers.
- Maintains a clean and orderly work area, insures that records and files are properly stored before leaving area, and insures adequate supplies to meet customer requests.
- Maintains working knowledge of the current fee structure, MSU travel map, and client database.
- Ability to maintain regular attendance and punctuality as scheduled. Notifies Manager, Operations and/or Supervisor if unable to adhere to daily schedule.
- Adheres to all Company time and attendance policies or applicable law covering meal breaks and rest periods. Records all accurate work hours in the Company's designated time keeping system daily and adheres to the Company's overtime policy and procedures for requesting time off or change in schedule.
- Works within the scope of position and direction, either individually, or as a team member.
- Ability to adapt to change and respond to difficult and challenging situations in a professional manner.
- Accepts new assignments willingly to meet business needs.
- Communicates with Manager/Operations/MSU team on an on-going basis, providing information and data as requested including member's changing needs and requests.
- Promptly reports to Manager any customer service concerns
- Ability to work with minimum supervision, organize workload and prioritize work tasks to meet production goals.
- Checks the Company's and other assigned email and communication and member assigned email on a daily basis. Performs other tasks as assigned including but not limited to

## Qualifications

- A High School Diploma or GED is required.
- Must be able to communicate effectively in the English language.
- Administrative experience in an office setting; previous release of information, medical records, or other related experience in a healthcare environment is preferred.
- Three plus years of customer service experience and/or training.
- Ability to effectively use computer software and technology as required by the member facility including Microsoft Word and Excel
- Excellent verbal and written communication skills are a must

- Effective organizational skills