

August 2018 Job Opportunity



Customer Service and Sales Representative

Status: Full Time, 40 hours, non-exempt

Monday – Friday between 7:30am-5:00pm some weekends.

Travel: Approximately one week per month- to Customers from Bellingham Washington to Northern California.

Salary: Competitive Wage, Great Benefits

About us

Hummingbird Wholesale is a small, family owned & operated company distributing organic food throughout the Pacific Northwest and into northern California.

We are a team of highly engaged and extraordinarily productive people who are inspired to work hard and give our very best at all times. We are motivated by our mission, vision, and values. We work effectively and efficiently and enjoy connecting with each other through our daily work.

Our Mission, Core Values & Culture

We endeavor to serve people & the planet by providing the highest quality, most nutritious foods, grown as locally & sustainably as possible to nourish the body, mind & soul. We practice principles of ecological & social justice in our business operation and strive for minimum packaging & waste. We value long-term relationships with farmers, vendors, coworkers, and customers.

Compensation and Benefits

We offer competitive wages and generous benefits packages including health benefits, coworker wholesale pricing on Hummingbird Products, paid holidays, paid sick leave, paid vacation time, 401K, Self-Care Benefit and more!

Employer affirms the right of all individuals to equal opportunity in employment without regard to race, color, religion, sex, age, handicap or disability, national origin, military status, marital status, sexual orientation, or any other basis prohibited by federal or state law.

Position Summary

The Customer Service and Sales Representative will help drive and grow sales from new and existing accounts. Members of the Customer Service and Sales Team serve wholesale and retail customers over the phone, online, in the Hummingbird Storefront, and on periodic visits to meet with customers. Providing a welcoming and service-oriented approach to sales, representing Company values to our customers and staff is critical. We are looking for someone who has experience building and maintaining sales relationships and the ability to see the big picture in relationship building.

Skill Requirements

- Excellent phone conversational abilities
- Outgoing personality, able to confidently instigate conversations
- Proficient in email communications and able to express complex and varied information to customers in email format
- Proficient in math in a sales context of percentages, pricing and volume calculation
- Strong logic and problem-solving skills
- High computer literacy
- Ability to be proactive, not just reactive
- Detail oriented, well organized
- Ability to prioritize workload and multi-task effectively on a daily basis
- Ability to learn and convey information about several hundred products (with product databases accessible)
- Effective oral and written communication skills, good interpersonal communication skills
- Ability to work well individually and with others
- Ability to build customer accounts through account analysis, sound strategies, relationship management, and timely follow through
- Ability to meet deadlines in a fast-paced multi-use work environment. Excellent time management skills.
- Ability to take and implement immediate direction/instructions from others with competence and enthusiasm.
- Ability to maintain a positive, solution-oriented attitude.

Qualifications & Education

- High School diploma or equivalent required, some college preferred.
- Must have valid driver's license

Experience

- Customer Service – One year (minimum) experience in a position that interfaces directly with customers on a regular basis including taking orders over the phone.
- Sales – One year (minimum) experience in consultative selling; prior sales experience with independent, co-operative, and regional grocery customers, food processors, or manufacturers.

- One year (minimum) experience within the Natural Food Industry (organic foods is preferred). Understanding of small scale agriculture a plus.
- Experience with the following computer programs required: Microsoft Office and Gmail and Google Calendars, Docs, Spreadsheets. Experience with CRM, ERP and/or inventory computer programs is preferred.

To Apply

Send resume and cover letter with brief answers to the questions below to

jobs@hummingbirdwholesale.com

Please do not call; we will happily answer questions via email.

Questions

1. Why do you want to work at Hummingbird Wholesale?
2. How will you contribute to the company achieving its mission, core values & culture (see section above)?
3. How many years of experience do you have working in Customer Service? Sales? Combined?
4. Give a brief description of your Customer Service / Sales experience (primary duties, what you did /did not enjoy, etc.)