



## Job Posting: Inside Out Customer Service Specialist

Job Title: Inside Out Customer Service Specialist

Location: Bliss Unlimited Headquarters in Eugene, OR

Shift: M-F, 9 am to 5 pm

FLSA: Non-exempt

Apply at: <https://coconutbliss.bamboohr.com/jobs>

At Coconut Bliss, our vision is *Blissful Experiences for All Beings*. Our mission is to *embody integrity through inspirational business practices and exceptional plant-based creations*. We make organic, dairy-free frozen desserts that taste good without making you feel bad. We are a small team of dedicated people who enjoy working hard and having fun together. We are always striving to have a harmonious working environment that is open and collaborative. We are looking for a long-term addition to our Bliss family who is also interested in helping to co-create an overall “State of Bliss”.

Coconut Bliss is seeking an Inside Out Customer Service Specialist to serve both our internal and external customers, our team and our consumers. This position maintains an inviting, organized, and functional office for Coconut Bliss, provides a blissful experience to visitors, callers and consumers who email the company, and prepares and ships mailings and packages to business customers and end-consumers. Part customer service and part office coordination, this role is multi-faceted and requires a dynamic individual who can relate to all kinds of people and jump in to assist or take the lead on a variety of tasks and projects.

Ideal candidates are talented at providing blissful experiences for customers and colleagues, passionate about organic food and supporting their team. They are organized and able to track many processes and follow them all through to completion. They are an excellent communicator and have a strong desire to learn and grow with a mission-driven company.

### Qualifications & Requirements

- Education – High school diploma required, some college preferred
- Experience – 2 years of customer service or hospitality or admin assist/office assist experience is required
- Schedule is generally 40 hours per week during regular business hours
- Travel: Must have valid driver’s license and reliable transportation for local errands
- Physical: The Inside Out Customer Service Specialist position includes a mix of computer work sitting and/or standing at a desk, and more active work that includes, but is not limited to, the following:
  - Lifting – must be able to safely lift items overhead, to lift and carry up to 50 lbs.
  - Bending, reaching, pushing and pulling



- Safe ladder use
- Working in a variety of temperatures, e.g. outside, in unheated kitchen, and stocking freezers

### **Knowledge, Skills & Abilities**

- Strong communication, language, organizational and basic mathematical skills
- Strong attention to detail
- Talented at prioritizing and juggling several tasks or projects and seeing them through to completion
- Adaptable, able to shift focus on a moment's notice and maintain a positive attitude and productivity
- Excellent customer service and problem-solving skills – friendly demeanor, ability to ascertain customer needs, solutions-oriented approach to challenges
- Knowledgeable of, or ability to learn about, waste stream management and apply a Zero Waste approach
- Technical Skills:
  - Proficient with Microsoft Office programs
  - Proficient with or ability to master additional platforms and software utilized by the Company (Google apps, Asana, etc.)
- Alignment – Passionate and knowledgeable about natural and organic foods, and foods made from ethically sourced ingredients; knowledge of/interest in sustainable business practices

### **Principle Duties**

#### **External Customer Service (40%)**

- Reception & Customer Service Calls
- Customer Emails
- Send-outs – packing and shipping

#### **Internal Customer Service (60%)**

- General Office Organization and Coordination
  - Internal Safety & Hygiene
  - Communication with Bliss Team to ensure adoption of procedures and performs new hire training for general office procedures
  - Maintains up-to-date written procedures for all duties contained in job description
  - General Housekeeping (perform/check daily)
    - Checks recycling and shipping hubs
    - Checks laundry baskets, washes, dries, folds and restocks towels, napkins, etc. as needed
    - Checks kitchen and tidies up
  - Deep cleaning of kitchen as needed



- Phone System – coordinates changes, trains staff
- Purchasing & Inventory – Sales & Staff freezers, In-House Buying Club
- Committee Participation
  - Party Planners
  - Safety Committee and/or Susty Committee

(The above list is meant to provide a broad overview. A detailed job description will be provided during the interview process.)

### **Compensation & Benefits**

Coconut Bliss pays fair and living wages for all positions, and provides excellent benefits including medical, vision and dental insurance, a Health Reimbursement Agreement, paid holidays, a generous paid time off benefit, a 401k with company match and several perks including all the Coconut Bliss you can eat! We also have an amazing team and a wonderful work environment – we placed 2<sup>nd</sup> in the [2019 100 Best Green Workplaces in Oregon](#). More details about compensation and benefits will be provided during the interview process.

If you have a passion for organic food and sustainability and are excited to work with a growing company who values collaboration, diversity, transparency and integrity, we welcome you to submit a cover letter and resume.

Interested candidates may apply on our career site: <https://coconutbliss.bamboohr.com/jobs>

Position open until filled. Application review will begin September 4th.