



# JOB DESCRIPTION

**Title:** Bilingual Customer Care Representative (13 Month Contract)

**Status:** Remote, Full-time, Contract

**Reports to:** Senior Manager of Customer Experience

## About the Company & Role

At St. Francis Herb Farm, we work hand in glove with nature to understand, nurture, and extract the healing compounds to be found in the plant world.

We are herbalists, but not your average herbalists. We are multigenerational herbal artisans who have spent 30+ years researching and cultivating our knowledge and trade. Herbs are our abiding and passionate obsession. We also work closely with Canadian organic farmers who believe in a wholesome back-to-basics way of living and are as committed to it as we are. For more information, visit our website.

We are looking for a remote **Bilingual Customer Care Representative (13-month contract)** to provide exceptional front line customer care, order processing and sales support services to customers, working alongside our territory Account Managers.

## Duties and responsibilities

- Provide assistance to our customer base in placing their orders and answering product inquiries
- Enter orders into the system in a timely and accurate manner, create work orders and invoices
- Work with our distribution personnel to fix errors and ensure delivery to reach customer expectations
- Work towards reaching KPIs and deliverables set by management team
- Use email to correspond with customers and practice good email etiquette
- Answer telephone, re-direct calls, retrieve messages on voice mail in a friendly and efficient manner
- Support retailers and Account Managers in maximizing sales and promotions in their territory
- Process and log customer returns, credits, and replacements.
- Process customer payments (Visa/MC) when invoicing with high level of attention to detail
- Ensure that any discounts set up for specific stores and promotions are captured and invoiced correctly
- Ability to be cross-trained across the team functions
- Observe strict confidentiality regarding customer information, product formulas, product development and company information.

- Ability to work independently as part of a remote team

## Education & Experience Required

- Bilingual with good spoken and written French
- Community College Diploma in office administration preferred. Equivalent in work experience will be considered
- Computer skills: Experience with ERP systems, MS Office, Word, PowerPoint, Excel, Office 365 (email).
- Formal training or an interest in natural health modalities preferred
- 2-3 years of customer service experience an asset

## Competencies

- Self-directed individual, able to work independently and be able to anticipate issues and provide solutions.
- Coachable with the ability to learn new skills quickly
- A love for our customers and a passion for providing exceptional customer care
- Willingness to go above and beyond when the demands of the business require it
- Positive attitude and attention to detail

## Working conditions

- This is a remote position. You will be provided a computer terminal but must have strong and reliable internet connectivity
- Company Operating Hours: 8:30 a.m. - 5:00 pm, Monday – Friday.

## Additional Information

Qualified candidates are invited to e-mail their cover letter and resume in confidence to [jobs@stfrancisherbfarm.com](mailto:jobs@stfrancisherbfarm.com) by **November 14, 2023**.

We know your time is valuable and we appreciate your participation. We thank all applicants for their interest in exploring employment opportunities with St. Francis Herb Farm, however only those selected for an interview will be contacted. Applicants may be subject to a background check and must meet the security criteria designated for the position (if applicable).

*St. Francis Herb Farm is happy to provide employment accommodation during the recruitment process. Should you require any accommodation, please indicate this on your application and we will work with you to meet your accessibility needs.*