

## **CUSTOMER SERVICE POSITION**

Incorporated in 1985, **Seed Dynamics, Inc. (SDI)** is a leading innovator in conventional and organic seed technology products for the high value vegetable and flower seed industry. We are located in the fertile Salinas Valley along the central coast of California however our products are used by growers worldwide.

Position: Customer Service Representative  
Employment type: Regular, full-time exempt  
Salary: Commensurate with experience  
Solid benefit package

## **JOB DESCRIPTION**

The successful candidate's responsibilities include accurately processing customer orders while keeping the customer updated throughout the manufacturing process. Including but not limited to order collaboration with associated SDI departments and personnel. -

## **CUSTOMER SERVICE REPRESENTATIVE JOB SUMMARY**

We are seeking a Customer Service Representative to join our growing team. In this role, you will field calls and e-mail requests from customers about our product offerings and assist customers in placing orders. SDI Customer Service Representatives are trained on the job, to understand the full menu of our offerings so that they can provide our customers with excellent product knowledge and service. Preferable candidates will have some background in agriculture and more specifically the seed industry, however we are willing to train the right person.

## **CUSTOMER SERVICE REPRESENTATIVE DUTIES AND RESPONSIBILITIES**

- Process customer orders/changes/returns according to established department policies and procedures
- Provide continually updated information to customers about order status from SDI receipt of customer seed through customer delivery of processed seed.
- Have a friendly professional demeanor and clear concise communication style
- Field phone calls, emails, and chat requests
- Work in a team environment
- Listen, document and help customers with inquiries or conflicts
- Collaborate with Sales Department
- Exhibit high attention to detail
- Ability to multitask, organize and problem solve
- Develop productive relationships within the organization and associated departments
- Ensure good communication flow and collaboration between departments (Shipping & Receiving, Seed Laboratory, and Production)
- Assist in mentoring and training less experienced employees
- Provide back up support for staff to cover planned and unplanned absences

- Be willing to extend hours and work occasional weekends, to stay current during busy seasons

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### **CUSTOMER SERVICE REPRESENTATIVE REQUIREMENTS AND QUALIFICATIONS**

- High school diploma or equivalent
- Must be proficient in English; proficiency in Spanish and French a plus
- High attention to detail with good organizational skills
- Good at problem solving while exhibiting patience and quiet resolve
- Customer service experience a plus
- Seed industry experience or related field a plus
- Excellent oral and written skills
- Experience with corporate phone systems
- Flexible schedule
- Proficient in Microsoft Office Suite
- Comfortable with internet usage, email communication, and social media platforms
- Current valid California Driver's License

Respond to: Curtis Vaughan [curtisv@seedynamics.com](mailto:curtisv@seedynamics.com)