



Customer Service

Job Description

Vermont Natural Coatings is seeking an enthusiastic person to engage and support sales and customer service. This role will provide support and service to our customers while building brand awareness, provide educational and technical support and increase sales.

Vermont Natural Coatings, Inc., located in Hardwick, Vermont, has pioneered PolyWhey®—safe, durable wood finishes made from whey protein (a byproduct of cheese-making). All aspects of the company take place at our Hardwick facilities.

Job responsibilities

- Increase sales through excellent customer service
- Process daily orders via phone, web, email, fax and walk in
- Respond to and engage customer inquiries
- Trouble shoot, answer questions and provide technical assistance
- Support sales in prospect outreach and supporting existing customers
- Build and expand customer relationships
- Be familiar with and knowledgeable about VNC products and offerings
- Help build and maintain long-term account relationships through brilliant customer service
- Distribute relevant information in multiple channels and outlets

Candidate Requirements

- Excellent written and verbal communication skills
- Confidence and strong self-assuredness in cold calling and make a sale
- Enthusiasm for listening and building customer relationships through phone and email contact
- Developed software skills including Word, Excel, PowerPoint and Outlook, with ability to learn database applications
- Able to work in a high output, small business environment
- Able to organize, process and prioritize multiple tasks while maintaining an upbeat disposition

Preferred Attributes

- Undergraduate degree
- Previous consumer building products and/or customer service experience
- Experience with database software
- Enthusiasm for a small business environment

Compensation

Competitive pay and paid vacation.

To apply

Please send cover letter and resume to: work@vermontnaturalcoatings.com. For more information on VNC please see: www.vermontnaturalcoatings.com.