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## Customer Service Representative

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### Job Description

We are seeking a dedicated and professional Customer Service Representative to join our team in Hardwick, Vermont. The ideal candidate will be an organized excellent communicator as they manage phones, process orders and assist customers with educational and technical support while building brand awareness. This role is essential to maintaining our high standards of customer satisfaction and operational efficiency.

Vermont Natural Coatings is a leading producer of environmentally safe and sustainable wood finishes and coatings. We are committed to providing high-quality products that protect the environment and enhance the beauty and durability of wood surfaces. Join our dedicated team and be part of our mission to innovate and sustain.

### Job responsibilities

- **Main Phone Contact:** Serve as the primary person answering and directing phone calls using the RingCentral phone system.
- **Customer Interaction:** Handle incoming customer inquiries via phone, email, and in-person, providing prompt and accurate information about our products.
- **Order Processing:** Process orders, including data entry, tracking, and follow-up to ensure timely delivery and customer satisfaction.
- **Communication:** Coordinate communication between customers and internal teams, ensuring that customer feedback and issues are resolved promptly and effectively.
- **Record Keeping:** Maintain accurate records of customer interactions and transactions, ensuring data integrity and confidentiality.
- **Product Knowledge:** Develop a thorough understanding of Vermont Natural Coatings' product line to effectively address customer inquiries and provide knowledgeable recommendations.
- **Team Collaboration:** Work closely with sales to ensure seamless operations and high customer satisfaction.
- **Issue Resolution:** Handle customer complaints and issues with a positive and professional attitude, seeking to resolve problems efficiently and to the customer's satisfaction.
- **Administrative Support:** Perform general administrative duties.

### Candidate Requirements and Qualifications

- Excellent written and verbal communication skills
- Excellent organizational skills and attention to detail
- 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, paid vacation and retirement savings plan.

**To apply**

Please submit your resume and a cover letter outlining your qualifications and interest in the position to: [work@vermontnaturalcoatings.com](mailto:work@vermontnaturalcoatings.com). For more information on VNC please see: [www.vermontnaturalcoatings.com](http://www.vermontnaturalcoatings.com)