



## **Customer Service Associate**

Maryville, Tennessee

Contact: <https://www.viennacoffeecompany.com/careeropportunities> or Heather Dodson - 865-681-0517

## **JOB DESCRIPTION**

### **SUMMARY**

Responsible for daily contact with established customers to solicit and record weekly orders. Customer contacts will include both outgoing and incoming phone, text and email interactions. This person will cheerfully greet retail (walk-in) sales, perform order entry and invoicing for retail and wholesale customers, manage E-Commerce orders and shipping.

The CSA will report to and assist the Manager of Operations with inventory and ordering of packaging materials, labels, syrups, sauces, espresso shop supplies and outsourced (subcontracted) coffee. This person will interact daily with delivery associates to assure accurate and timely delivery to customers. The CSA will interact regularly with the Owner/Roastmaster, Roasters, and Director of Coffee (green coffee buyer), outside sales team, webmaster and Vienna Coffee House to effectively support all business channels.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Inside Sales and Customer Service plus Order-Entry and Invoicing for wholesale (B2B) and retail clients. Responsible for development and integration as well as on-going conduct of work processes for order entry and fulfillment of customer orders.
- CSA will be responsible for accurate and timely invoicing and for assisting the Manager and packaging associates with order picking and fulfillment.
- Setup of new customers in QuickBooks Enterprise Software (working with outside sales who are responsible for supplying the required information).
- Field incoming calls from existing customers. Troubleshoot or pass the call to others as appropriate.
- Responsibility includes inventory control and/or development of drop-ship arrangements for Espresso Shop supplies and other goods that are bought and re-sold but not manufactured by VCC.
- Answer incoming enquiries (phone and email) and direct callers to the appropriate company sales or administrative representative.



- Outgoing Customer contacts with established customers (no cold calling).
- Fill in for fulfillment when needed.
- Identification and implementation of improvements to routine operation.
- Participate in weekly meetings with sales and general management to coordinate activities.
- Must represent VCC with passion and enthusiasm while conducting business with the highest ethical standards.

**Education - Skills Required:** The CSA must have a minimum High School or GED degree. Problem solving skills will be called for. The successful associate will be a coffee-lover themselves and will be able to enthusiastically describe our products to coffee experts and newcomers alike.

They must possess strong computer and Internet skills and proficient in Excel, Outlook and Word. QuickBooks Desktop Enterprise 2020, Squarespace Desktop a plus.

They must be a team player and an out-going “people person” able to work effectively with both delightful and difficult customers.

**Accountabilities:** CSA will report directly to the Roastery Operations Manager. This associate shall be expected to make a consistently good impression on clients and vendors. Measures of success will include the CSA’s ability to consistently meet Customer’s expectations and identify needed operational changes to maintain this performance as we grow. Associate and company agree that they have an "Employment at Will" relationship whereby the employment relationship may be terminated by either party.

**Compensation:** This Associate will be compensated as a full-time hourly employee, eligible for overtime pay and expected to work a nominal, 5 day, 40 hour week, consistent with the level of effort required to accomplish the assigned work. This associate will be eligible for paid Holidays, Paid Time Off (PTO), and voluntary participation in the Vienna Coffee retirement (401k) plan.

Hourly Rate: TBD

### **Company Description**

VCH, LLC dba Vienna Coffee House and its affiliate Vienna Coffee Company, LLC are independent, quality centric “Craft” coffee operations headquartered in Maryville, Tennessee. We small batch roast and distribute only Specialty Grade coffees, equipment and café supplies to Coffeehouse, restaurant and retail customers in Tennessee and the southeast. Vienna was named as Tennessee’s entry in its list of “The Best Coffee Roasters in All 50 States” by **mental\_floss** in September, 2016.

# Director of Coffee and Training

Maryville, Tennessee



## Job Description

### SUMMARY:

The Vienna Coffee Director of Coffee and Training will be responsible for sourcing excellent coffees and collaborating with the Roastmaster in new product development. This individual will be responsible for effectively communicating these coffees' unique attributes to both Wholesale and Retail customers. This person will be the principal training resource for both customer and in-house espresso and coffee training.

### SUPERVISORY RESPONSIBILITIES:

This position will initially have no direct reports. Eventual plans call for the Director to supervise up to 7 café level training associates and/or part time buyers.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Tracks coffee inventory and assures adequate supply to meet sales projections.
- Works closely with management and sales teams to control and communicate coffee cost/price data within profitable ranges.
- Maintains relationships with current producers and importers. Identifies and develops new origin/import opportunities for excellent coffee.
- Oversees all Certified coffee documentation and assures compliance with and regular renewal of the NOP organic certification, Fair Trade License agreement and other agencies requirements (Rainforest Alliance, Bird Friendly, Café Femenino, etc.)
- Provides origin information and coffee specific tasting notes to Marketing team. Assists in planning and dissemination of coffee quality literature and excitement.
- Plans and conducts public and client cuppings, throw-downs and competitions. Actively represents VCC in the SCAA, Barista Guild and local coffee assemblies.
- Develops and maintains training manual and all resources required to conduct (external) client and (internal) Vienna Coffee House Barista training. Regularly updates training resources and assures training facilities are well maintained and supplied.
- Schedules and conducts and/or oversees conduct of regular training for internal staff. Assists café management with testing and feedback into café salary matrix.

### OTHER NECESSARY FUNCTIONS:

- Ensures employee training is consistent with policy and procedural guides
- Works directly with Roastmaster, Production Manager, Sales Manager, Maintenance Supervisor and cross-functionally with the Café Managers on projects to improve quality, streamline efficiencies and reduce operating expenses.
- Follows all policies, standards and safety requirements contained in the Employee Manual and as directed by management.
- Performs other duties as requested by management.



## Desired Skills & Experience

### QUALIFICATIONS:

#### Education/experience:

- Must love coffee!
- Two or four-year college degree plus 5-7 years of experience in coffee. Barista experience in a busy independent café is essential. Coffee buying experience is a plus but not essential. Coffee competition experience is desired. Manufacturing experience is helpful, particularly in a coffee operation.
- Supervisory experience of a coffeehouse team of up to 7 or more
- Ability to get along with others, be punctual, and follow instructions
- Ability to follow VCC policies and procedures.

#### Technical Skills:

- Clear understanding of fundamentals of espresso, brewed coffee, milk mechanics and customer service.
- Clear understanding of coffee cultivation, origins and import processes. Must be able to use coffee tracking software and other digital tools and data for problem solving, decision making and continuous improvement.
- Proficiency with Microsoft Office Suite, specifically Excel, Word and PowerPoint (or open source equivalents).
- Demonstrated comfort speaking and presenting to a crowd.

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Maryville is a small town in a vibrant, growing corner of the Smoky Mountains. With the best schools in the state, a growing manufacturing base, nearby GSMNP, Maryville College and the University of Tennessee, “The Peaceful Side of The Smokies” has a lot to offer young ambitious coffee professionals.

## Additional Information

**Posted:** January 3, 2017

**Experience:** Mid-Senior level

**Industries:** Food & Beverages

**Type:** Full Time

**Functions:** Supply chain, training

**Compensation:** \$30k to \$45,000 (+ equity possible)