



# KALDI'S COFFEE

ROASTING CO.

*est. 1994*

## Customer Support Team Member Position

### **Position Summary**

Full time position opening at Kaldi's Coffee Roasting facility on the Customer Support Team. We are looking for an organized, fun individual who takes pride in his/her work, and is a team player. This person also has experience with providing strong customer service. Position includes, but is not limited to, the duties and responsibilities as follows:

### **Duties and Responsibilities**

- Inputting both wholesale and retail customer orders
- Fielding incoming inquiries through email, phone, and on site
- Making great first impressions with guests who visit the Roastery
- Delegations of customer support team could also include assistance with accounts payable and other general administrative tasks
- Other duties include support for our sales team when needed

### **Qualifications:**

- Excellent interpersonal and customer service skills
- Detail oriented, logical, and methodological approach to problem solving
- Ability to work independently and with minimal guidance
- Strong oral and written communication skills
- General computer proficiency with knowledge of Microsoft Office programs
- Capable of multi-tasking while remaining flexible to department priorities

High school diploma required. 2-3 years of relative experience in an office setting preferred. Coffee industry experience is a plus, but not required.

All resumes should be sent to [roastmaster@kaldiscoffee.com](mailto:roastmaster@kaldiscoffee.com) with the subject line Business Department- Customer Support Position