



Havenly is seeking a Customer Service Assistant:

Havenly is a non-profit food business on a mission to build the community power of refugee and immigrant women through job training, education, and organizing. Through our fellowship, participants gain increased confidence in their own agency and voice and obtain the skills to identify, analyze, and take action against the injustices facing their communities. We are seeking an experienced customer service assistant to drive our mission and sales into the next stage.

Customer Service Assistant:

Reporting to the Sales & Operation Directors, the Customer service assistant will have overall responsibility for the following below!

Responsibilities:

1. Responsible for managing daily cafe maintenance inside and outside the cafe.
2. Ensure the cleanliness of the cafe.
3. Provide exceptional customer service by greeting and serving customers, answering questions in person and via phone, and ensuring orders are accurately processed and delivered in line with our mission and standards.
4. Handling all delivery orders from Delivery Apps.
5. Taking orders from customers, processing payments, and ensuring accurate and timely delivery or fulfillment of orders.
6. Packaging all food for take-out.
7. Directing customers to our website and/or emails for questions regarding the mission, outreach, partnerships, catering, gifts, etc.
8. Educating customers about our mission statement, product features, specifications, usage, and maintenance to help them make informed purchasing decisions.
9. Prepare all kinds of drinks on the menu.
10. Ensure health standards for food safety.
11. Addressing customer concerns or complaints in a professional and timely manner, striving to achieve satisfactory resolutions and maintain positive customer relationships.
12. Processing returns, exchanges, or refunds according to company policies and procedures, ensuring customer satisfaction while adhering to established guidelines.
13. Following company policies, procedures, and guidelines related to customer service, confidentiality, data protection, and compliance with relevant regulations.
14. Collaborating with other departments such as sales, operation, and logistics to coordinate efforts and ensure seamless customer interactions across all touchpoints.



Qualifications:

The Customer Service Assistant will be thoroughly committed to Havenly's mission. All candidates should have 1-2 years of proven customer service and be fluent in English.

Specific Requirements Includes:

- Degree (high school degree is acceptable).
- 1-2 years of strong experience in customer service.
- Strong communication skills.
- Deep belief in Havenly's mission.
- Independent worker, collaborative, highly organized and open minded.
- Comfortable in a multilingual environment, fluency in a second language is highly preferred.
- Promoting Products and Services: Up-selling or cross-selling additional products or services to customers based on their needs or preferences, contributing to revenue generation and customer retention efforts.

Next Steps:

Email your resume and an optional cover letter expressing why you are interested in the position to **dina@havenlynhv.org**.

Starting Salary: **Hourly - \$16.50**

Anticipated Start Date: **April 2024**