



We're looking for a Customer Service Guide

Smith Teamaker

Founded in 2009 by the late, legendary teamaker Steven Smith, Smith Teamaker crafts artisanal teas that showcase an artful talent for creating unexpected combinations with complex flavors and aromas – such as White Petal, a delicate and floral white tea blended with osmanthus and chamomile petals. Founded on the tradition of challenging norms, our team continues Steve Smith's pioneering spirit by crafting exceptional tea experiences and is generating some of the highest growth in the industry. Our products are handcrafted in Portland, Oregon, with an omni channel business model that delivers tea experiences within fine restaurants and specialty retail stores around the world, at Smith tasting rooms and online at www.smithtea.com. We'd like you to help us change the industry!

Customer Support Guide

Our Customer Service Guide directly contributes to Smith Teamaker's success by being the face and voice of Smith Teamaker for our Direct to Consumer (DTC) customers. The role provides a critical link from our customers to internal teams regarding customer issues and questions, and future product needs. Success is measured through efficiency, accuracy, and, most importantly, the conversion and retention of customers. The ideal candidate for this role has a passion for providing customers with a great experience and attention to detail in executing related computer tasks.

This full-time, on-site position reports to both the Customer Service Supervisor and Accounting Manager as needed. Standard hours are 8am-5pm PT Monday-Friday, though somewhat flexible based on individual and business needs. Occasional weekend work may be required in coordination with high-volume periods or special events. Our Customer Service Guide must excel at working independently and always maintaining an appropriate brand voice.

Working as a Customer Service Guide at Smith, your objective is to live, teach, and demonstrate our culture in all interactions.

Customer Service Responsibilities

- Responds timely to DTC email and phone communications – solving customer issues, anticipating customer needs, and providing customers with the tools they need for success.
- Engages across the organization with professional and solution-oriented demeanor.
- Uses software and programs to place and update orders, as well as works with the warehouse to ensure timely shipments.
- Manages social media account messages, responding with timely and knowledgeable crafted messages.
- Maintains current functional and technical knowledge of all Smith Teamaker products.

Accounting Responsibilities

- Aggregates, matches, and verifies online credit card payment deposits.
- Communicates past due balances to customers and collects payments via phone and email.
- Assists Accounting Manager with miscellaneous accounting and administrative tasks as needed.

Qualifications

- 2-3 years of experience in account management or customer service.
- Experience developing strategies to increase customer satisfaction and client base.
- Strong phone, computer, web, and software skills.

Required Skills and Responsibilities

- Ability to work in a fast-paced environment with growth mindset.
- Combination of tactical skills to execute daily initiatives, combined with strategic thought to seek out and implement new processes and efficiencies.
- Ability to manage multiple situations concurrently.
- Ability to work independently.
- Possess a passion for our Smith Teamaker culture.
- Ability to wear multiple hats and multi-task with extreme attention to detail.
- Outstanding organizational skills and business acumen.
- Demonstrate strong self-efficacy and ability to take initiatives in problem solving.
- Experience with Microsoft Suite, Shopify, ShipStation, and Fishbowl a huge plus.
- Exemplary written and verbal English communication.

Benefits

- Competitive salary commensurate with experience and performance; bonus program based on performance
- Fully paid medical, vision and dental insurance; STD/LTD, Life and AD&D coverage, neighborhood parking permit
- Paid holidays, PTO, 401k
- Excellent tea selection and lots of high fives

Location: Portland, Oregon

Contact us at Jobs@Smithtea.com to share your story

Smith Teamaker provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.