

LILY HILL FARM

LA CORBIERE LLC, 600 BAUGHS CROSS ROAD
WEST POINT, GEORGIA, 31833

Position Overview: We are seeking a dedicated and detail-oriented individual to join our farm team and assist with our direct-to-consumer beef business and tallow skincare business.

This position involves providing exceptional customer service, handling customer inquiries and concerns, managing order preparation and processing, and ensuring accurate and timely shipment of orders.

You will play a crucial role in maintaining our high customer satisfaction standards and ensuring the smooth operation of our online beef and tallow skincare businesses.

Responsibilities:

1. Customer Service:

- Respond promptly and professionally to customer inquiries and concerns via email and social media, providing accurate information and addressing any issues or questions.
- Assist customers in selecting the appropriate products, explaining product details, pricing, and delivery options.
- Maintain a positive and friendly tone in all customer interactions, ensuring a high level of customer satisfaction.

2. Order Preparation, Processing and Fulfilment:

- Print and organize packing slips and shipping labels for customer orders, ensuring accuracy and attention to detail.
- Prepare packages for shipping, including weighing, labeling, and arranging pickups or drop-offs as necessary.
- Prepare and pack customer orders accurately and efficiently, following established guidelines and standards.
- Collaborate with the team to prioritize and complete orders in a timely manner, ensuring prompt shipment.
- Maintain accurate records of shipped orders, tracking numbers, and any relevant shipping documentation.

3. Inventory Management:

- Assist in monitoring and maintaining inventory levels, communicating with the team to ensure adequate stock for customer orders.
- Notify appropriate personnel when stock levels are low, assisting with inventory restocking activities as needed.

4. Administrative Tasks:

Keep detailed records of customer interactions, orders, and other relevant information in our customer database. Assist with general administrative tasks such as filing, data entry, and maintaining organized records.

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Requirements:

- Excellent written and verbal communication skills, with the ability to communicate clearly and professionally with customers.
- Strong attention to detail and organizational skills to ensure accurate order processing and shipment.
- Ability to work independently and manage time effectively to meet deadlines and prioritize tasks.
- Proficiency in using email and other digital communication platforms.
- Basic computer skills, including knowledge of Microsoft Outlook, Word & Excel.
- Ability to lift and carry packages of varying weights (up to 50 lbs) during order packing and shipping.
- Knowledge or interest in sustainable farming and direct-to-consumer businesses is a plus.
- Must have own, reliable transportation.

Social Media Engagement:

We have a strong presence on various social media platforms, including Instagram, TikTok, and YouTube. The successful applicant should be comfortable being on camera and participating in social media content creation, such as reels, TikToks, and other engaging formats.

Working Hours and Compensation:

- This is a part-time position.
- This is an in-person position. We are located approximately 20 minutes south of LaGrange, GA and 40 minutes north of Columbus, GA.
- The hourly rate for this position is \$14.00.
- Working hours are flexible, apart from a commitment on Tuesday for shipping activities.
- Additional hours may be required during peak seasons or special promotions.

Join our team and contribute to our mission of providing high-quality beef products directly to our valued customers. If you have a passion for customer service, attention to detail, and an interest in sustainable farming practices, we would love to hear from you!

To apply, please submit your resume and a brief cover letter to hr@lilyhillcattle.com outlining your relevant experience and why you are interested in this position.