



Customer Service Assistant Manager Rochester, New York

Harris Seeds has a long tradition of supplying the finest vegetable seeds, flower seeds, plants and supplies to growers and gardeners in the United States. Established in Rochester, NY in 1879, the company has become well established and continually follows our philosophy to – “offer our customers a quality product at a fair price” and maintain a family-oriented environment. This philosophy sets us apart and strengthens our goal as a company to provide the best service to our customers.

Our dedicated staff are passionate about our commitment to serve the agricultural industry. The Harris Seeds team includes local growers and garden enthusiasts, whose invaluable knowledge and expertise help identify the best products and practices to better serve our customers. With solid roots from the past, we remain strong by utilizing current technology to achieve our mission – a commitment to customer success.

If you share similar interests, Harris Seeds may be your answer for a rewarding career!

Job Summary

We are looking for a dedicated leader with a positive attitude, a passion for providing excellent customer service, and the flexibility that will allow them to grow with the company. The expectation is to partner with the Inbound Call Center Manager to keep the department running in an efficient and profitable manner, to increase overall customer satisfaction, and to use technology to improve department processes.

Interested candidates should submit their resume for consideration.

Job Responsibilities

- Assist Call Center Manager to meet call center performance targets.
- Assist with the creation/development of processes and reports to increase productivity.
- Assist with training and development of new call center agents.
- Assist with customer tickets and customer service forms.
- Be a resource to answer questions for call center agents.
- Identify areas of improvement and suggest/implement solutions.
- Ensure procedures, policies, and standards are upheld.
- Answer inbound customer calls and enter orders when needed.
- Assist customers with problem resolutions, order questions and complaints.
- Keep accurate records and document customer account actions and discussions.
- Assist Inbound Call Center Manager with administrative functions, as needed.
- Other tasks as assigned by Call Center Manager or other.

Education/Experience

- High school diploma or equivalent, a degree in related field a plus
- Minimum 2 years of Call Center experience or a related field
- Prior experience in managing people

Competencies/Skills

- Experience coaching and leading others
- Working knowledge of customer service software, databases, and tools
- Intermediate understanding of Microsoft products (Including Power Bi, Teams, Excel, Outlook, and Word)
- Intermediate to advanced computer skills
- Good verbal and written communication skills
- Strong client-facing communication skills
- Advanced problem-solving and multi-tasking skills
- Understanding of call center reporting and metrics
- Awareness of industry's latest technology trends and applications

Work Environment

This job operates in a business casual office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Expected Hours of Work

This is a full-time position with seasonal hours.

EEO Statement

Garden Trends, Inc. provides equal employment opportunities to all employee and applicants for employment without regards to on race, color, citizenship status, national origin, ancestry, gender, sexual orientation, age, weight, religion, creed, disability, gender identity, marital status, results of genetic testing, veteran status, political affiliation, or any other factor protected by law. Equal employment opportunity applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, demotion and training.

Garden Trends Inc. expressly prohibits any form of unlawful employee harassment or discrimination based on any of the characteristics mentioned above. Improper interference with the ability of other employees to perform their expected job duties is not tolerated.

FLSA

Non- Exempt

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel in this position. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.