

Customer Experience Lead/Ambassador

(Full Time Summer 2019 May - September)

1 position available



Who We Are

Terre Bleu is Ontario's largest lavender farm and a rapidly growing family agro-tourism business. Every summer, Terre Bleu welcomes tens of thousands of visitors to share in the beauty of our farm and show how sustainable and organic farming can have a positive impact on the world in which we live. Our vision at Terre Bleu is to create an exceptional experience and to share our commitment to education, sustainability and personal well-being with our visitors. Team Bleu members become part of an inspired, innovative and committed group that share our vision and learn to work together and play together.

Who You Are

You are the face of Terre Bleu. You are an expert in creating world-class guest experiences throughout every aspect of our farm. You deliver this experience by inspiring Team Bleu, connecting with our customers, sharing our story and educating our guests about the ups and downs of farming lavender in Ontario. You aren't scared to get your hands dirty and are passionate about the outdoors, agriculture, customer relations and public speaking. You have an innate desire to lead, learn, connect, and create.

A Day in the Life of a Terre Bleu Customer Service Lead/Ambassador

- Work directly with management to design, lead and execute strategic customer service initiatives to improve the efficiency of the team and increase customer satisfaction
- Provide a positive customer experience across the entire company including farm visitors, online store, social media and email communications
- Deal directly with customers both as first contact and as the first point for issues and escalations
- Oversee the orientation and training of new staff
- Measure and oversee customer feedback through online review management including Facebook, Google, Trip Advisor, etc.
- Implement and manage customer mailing lists, Facebook Groups and Twitter
- Oversee group tour scheduling and planning as well as assist with special events when needed
- Various Ambassador duties such as greet visitors, conduct farm tours, sell our signature lavender products and package farm products, while remaining flexible to take on the many duties of a growing business
- Assist with the maintenance of lavender plants and other farm related tasks when needed

Requirements

- The ideal candidate is a university student or recent graduate from an array of academic disciplines
- 2+ years of customer service experience with demonstrated progression of responsibility
- Strong ability to remain calm and flexible under stressful situations
- Tour guide experience is an extremely valuable asset
- Strong leadership and organizational skills
- Readiness and ability to initiate. Reach out to people, ask questions, make recommendations, offer to help, and pitch ideas
- Friendly, confident, hard-working & outgoing personality
- Public speaking, acting or other group communication experience is an asset
- Be able to work with a team as well as individually with little supervision
- Strong oral and written communication skills
- Up-to-date with the latest trends and best practices in sustainable and organic farming is an asset
- Ability to work outdoors in a variety of weather conditions

The Finer Print

- Hours expectation: 37.5 hours per week, including weekends
- Applicants must be available from Early May to September 2, 2019
- Please note our location before applying
- Working weekends is mandatory for this position

To Apply

- Applicants should send their resume along with a cover letter to info@terrebleu.ca outlining their background and why they are the right fit for this role and Terre Bleu.
- Please title your email subject line as **POSITION YOU ARE APPLYING FOR - TERRE BLEU**. If you wish to apply to multiple positions, please indicate so in your cover letter.
- Applicants are encouraged to apply early as these positions only remain posted until the jobs are filled.

*Please note only applicants chosen for an interview will be contacted.