

Customer Service Associate

EVERGREEN SWEETENERS

Hollywood, FL 33020

Job type Full-time

Monday to Friday

Work Location: In person | Hollywood, Florida (Miami Area)

EVERGREEN SWEETENERS in Hollywood is looking for a dedicated and customer-oriented individual with a passion for helping customers. This role ensures that our customers receive top-notch service and has a direct impact on our customers' satisfaction and ultimately our business success. Apply today to join our dynamic team and be part of a company committed to delivering quality products, exceptional customer service, and outstanding employee experience!

WHO IS EVERGREEN SWEETENERS? A 100-year-old, family-run business, with an outstanding reputation for providing the best products, the most variety, and outstanding service.

WHY WORK WITH EVERGREEN? We care for our employees by providing growth opportunities, a highly supportive and caring atmosphere, and great benefits.

POSITION SUMMARY: The Customer Service Associate plays a critical role in ensuring exceptional customer service and efficient billing processes. This role is the primary point of contact for our customers, addressing their inquiries, resolving issues, processing orders, and following up on outstanding invoices.

ESSENTIAL FUNCTIONS: Customer Interaction & Order Processing:

- Handle inbound and outbound customer inquiries via phone, email, and chat.
- Provide courteous, professional, and informative responses to customer questions, concerns, and requests.
- Accurately process customer orders for products.
- Maintain a positive and empathetic attitude while addressing customer needs. Issue Resolution:
- Investigate and resolve customer complaints or issues promptly, seeking solutions that align with company policies and customer satisfaction.

- Escalate complex issues to appropriate departments while maintaining clear communication with customers throughout the resolution process. Maintain Product Knowledge:
- Develop an understanding of the company's products, their specifications, and pricing structures. Documentation and Record Keeping:
- Maintain accurate and organized records of customer interactions, orders, and billing transactions.
- Ensure compliance with company policies and industry regulations in all customer related documentation.

REQUIRED AND PREFERRED QUALIFICATIONS:

- Preferred Experience and Skills
- Some experience in customer service, billing, or a related role is preferred.
- Excellent communication and interpersonal skills.
- Strong problem-solving abilities and a customer-centric mindset
- Proficiency in computer software and ability to quickly master various systems (such as ordering and billing systems).
- Attention to detail and strong organizational skills.
- Ability to work independently as well as part of a team.
- Strong multi-tasking abilities, keeping multiple tasks moving forward all at once.
- High School or Equivalent
- Fluent English reading & business writing – Spanish preferred and is a plus!

Evergreen Sweeteners is an equal employment opportunity employer and considers all applicants without regard to race, color, religion, national origin, ancestry, citizenship, gender, pregnancy, age, physical or mental disability, genetic information, service in the uniformed services, or any other basis protected by federal, state or local law. Job Type: Full-time Salary: commensurate with experience - potential of \$50k Annual + Benefits after Probationary Period Expected hours: 40 per week, Day shift, Monday to Friday Experience: Handling customer inquiries via phone, email & chat: 1 year (Preferred)

To Apply, please submit resume to: slewers@esweeteners.com