



JOB DESCRIPTION

Position: Customer Service Representative
Hours: 40 hours per week (Mon to Fri 8:00 am to 4:30 pm)
Reports to: Customer Support Team Manager
Pay: Commensurate with experience

Mission

As Customer Service Representative, your mission is to help customers choose and order Botanical PaperWorks' eco-friendly seed paper products. You are patient, thorough and glad to help. You enjoy working consistently and effectively and you love being part of a company whose mission is to "leave the Earth a better place".

About Botanical PaperWorks

We're an award-winning business guided by environmental values and practices. We manufacture eco-friendly "seed papers" that grow into flowers, herbs and vegetables when planted in soil. Our customers span the globe, from Canada and the US to across Europe.

At Botanical PaperWorks, you will find yourself in a close-knit team of friendly people who genuinely want to delight our customers. You'll have professional development opportunities and many opportunities to contribute your ideas.

We offer a comprehensive compensation package that includes paid sick days, benefits and life insurance as well as a paid company lunches we enjoy together as a team (Covid-19 permitting).

You're right for the job if:

- You get a lot of satisfaction in forming lasting customer relationships.
- You're quietly confident, adaptable, and flexible.
- You respect the eco and sustainability goals of our customers and you connect personally with the company purpose: "To help individuals and organizations celebrate important life events in a stylish and eco-friendly manner."
- You're a great team player, since input from other departments is crucial to success in this role.



Duties & Responsibilities

As a Customer Service Representative, you are a member of the Customer Support Team which is responsible for the overall happiness of our customers and for accurately processing their orders. Here are the duties:

- Answer questions by telephone and email; record all customer interactions in the database/CRM system. Customers are from North America and Europe with English as the common language.
- Assist customers in choosing the right products and designs by understanding their needs and recommending products to fit those needs.
- Proactively nurture sales opportunities by following up by phone or email.
- Prepare quotations in FileMaker for custom products.
- Enter orders into the production system.
- Customize pre-designed products such as wedding invitations and promotional products.
- Review artwork from customers and submit to art team.
- Review and approve print samples as needed.
- Send customer follow-up and thank you emails.
- Assist in resolving customer complaints and order errors.
- Proactively reach out to customers to generate opportunities and sales.
- Other sales and marketing activities as assigned.

Skills and Characteristics Required

- Certificate, diploma or bachelor's degree in any discipline
- 3+ years of experience in email and telephone customer sales and service
- Typing speed of 65 wpm or faster
- Strong practical math skills, basic Microsoft Excel skills
- Skilled at working quickly and accurately, juggling email and phone with orders at different stages of completion
- Excellent written communicator who can respond to the direct question and offer additional helpful information
- A polite, mature phone manner that makes customers feel understood while moving them towards a sale
- High emotional intelligence, good at responding to any customer and any situation
- Positive, optimistic, can-do attitude who adds kindness and fun to the company
- An eye for symmetry and alignment when reviewing customer samples

How To Apply

We're excited to meet you and to talk about how Botanical PaperWorks could be your next professional opportunity. Please email us with the following to hr@botanicalpaperworks.com

- Resume
- Cover letter outlining why you're a fit for the job

We thank all applicants; however, only those selected for an interview will be contacted. We look forward to hearing from you!