

Interested in working with a dynamic, growing company? Are you organized, enjoy a fast-paced environment, and like to work as part of a team? Do you love cheese? If you answered YES to any of these questions, then read on.

Owned by the Giacomini family Point Reyes Farmstead Cheese Company (PRFC) is known for its award-winning artisan cheese produced right on the farm where the cows are raised. PRFC offers a truly unique work environment -- and one where the employees work hard, have fun and enjoy a lot of very special (and delicious) benefits.

This position is based at our production facility located in Petaluma

POSITION SUMMARY

Under the supervision of the National Sales Director the sales support performs administrative job duties that support the sales department. These include but are not limited to answering customer phone calls, dealing with customer service inquiries, arranging sales appointments, providing information to the sales team, creating and processing sales orders, managing customer accounts and performing data entry tasks as necessary. Manages Petaluma office administration.

ESSENTIAL FUNCTIONS

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Manage sales email account with the direction of the Sales Support Lead and National Sales Director
- Respond and manage to all order request from our distributor buyers within 24 hours
- Dispatch/Logistics appointments to receiving department
- Sort completed requests to customer folder in sales@ email
- Review the weekly inventory log sheet for packaging and sales
- Routinely updates buyer information and conducts annual audit.
- Processes sample requests, coordinates food show orders, samples and shows cheese occasionally at food shows, educational presentations, demos, and Farm tours.
- Act as Payran office liaison manages office vendor relationships, keeps office supplies stocked and maintains petty cash box.
- Other duties as assigned.

SKILLS, KNOWLEDGE AND ABILITIES

- Excellent Customer Service Skills (Internally & Externally)

- Proven work experience as a Sales support specialist or Sales support associate
- Hands on experience with CRM systems
- Proficiency with MS Office Suite, particularly MS Excel
- In-depth understanding of sales principles
- Excellent communication skills
- Analytical and multitasking skills
- Teamwork and motivational skills

WORK ENVIRONMENT

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

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand, bend, walk, use hands to finger, handle or feel and reach with hands and arms. Must be able to lift up to 25lbs.

POSITION TYPE AND EXPECTED HOURS OF WORK

Full Time Position, Monday – Friday, typical business hours of 8AM – 4:30 PM with flexibility to accommodate the needs of the business as they arise. Weekends may be required.

TRAVEL

Some travel is expected for this position.

REQUIRED EDUCATION AND EXPERIENCE

High School Diploma or Equivalent

PREFERRED EDUCATION AND EXPERIENCE

- BS degree in Marketing
- Associates Degree in relevant field a plus

EEO STATEMENT

The law makes it illegal to discriminate against someone on the basis of race, color, religion, national origin, or sex. The law also makes it illegal to retaliate against a person because the person complained about discrimination, filed a charge of discrimination, or participated in an employment discrimination investigation or lawsuit. The law also requires that employers reasonably accommodate applicants' and

employees' sincerely held religious practices, unless doing so would impose an undue hardship on the operation of the employer's business.

OTHER DUTIES

Please note this job description is not designed to cover a comprehensive listing of activities, duties or responsibilities that are require of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.