

## **Customer Service Operations Manager**

**Annie's Annuals & Perennials**, located in Richmond, CA is a nationally recognized, trend-setting plant nursery offering one of the largest selections of rare and unusual annuals and perennials to be found anywhere. Our offerings include exclusive plant introductions, California natives, cottage garden heirlooms, and Mediterranean climate varieties from around the world. The majority of plants are grown from seed without the use of growth hormones, systemic pesticides or neonicotinoids. Our on-site R&D facility and 3.5-acre nursery are a botanical and pollinator wonderland! Annie's focus on plant education makes gardening accessible to everyone – from beginning gardeners to lifelong enthusiasts. Our business is comprised of retail, wholesale, mail order and web sales.

**Annie's Annuals & Perennials is searching for a professional, service oriented, hands on manager to lead Operations and Customer Support for our Sales Department, including the Mail Order/ Ecommerce, and Wholesale Customer Support teams. You will oversee a small, internal team of customer service representatives who are in daily contact with our customers via email and phone and you will be responsible for coordinating all internal operations with our external fulfillment warehouse to ensure timely shipments. Your focus will be on customer experience, customer satisfaction and operational effectiveness. You will be responsible and directly accountable for the execution of the team's performance. As their leader, you will motivate the team and ensure they support Annie's brand values, are professional, personable, and demonstrate empathy to the customer while achieving productivity goals. We are looking for someone with solid leadership experience in a fast paced, high-touch customer service environment. This is an in-office/desk position.**

### **Responsibilities:**

- Lead, coach, and develop the team by monitoring performance and providing feedback, supporting a on-going talent pipeline.
- Recruit, interview and hire new customer service representatives.
- Execute day to day business management duties including prioritizing and organizing activities to meet operational effectiveness of productivity and quality of customer interactions.
- Lead impactful team meetings centered around the customer and team experience
- Coordinate daily with the warehouse team on all customer service and shipping issues. Ensure warehouse team has all paperwork and internal support for seamless customer shipping.
- Plan, monitor, appraise and review contributions of the team
  - Support the resolution of escalated client issues, escalate when appropriate, and report on trending issues
- Provide business support, including the following:
  - Oversee and maintain flow of mail order paperwork from customer to shipping – Printing labels and verifying labels corresponds to customers addresses, orders, and items ordered.
  - Ensure accuracy of orders, inventory and customer files.
  - Cross reference and reconcile daily sales
  - Maintain customer records, reconcile and process daily payments and update inventory in Annie's website and in our custom, CRM system.
  - Work with Controller on department revenues and expenses.
  - Work closely with our shipping suppliers and negotiate pricing to ensure competitive rates for our customers.
  - Troubleshoot customer transactions and refunds by tracking and researching refunds, gift cards and shipping addresses.
  - Help customer service on an "as needed" basis to respond to customer emails and phone calls

### **Your Experience:**

- 5 years of leadership and management experience in a fast paced, high touch customer service environment.

- Ecommerce and mail order experience is a strong plus
- Ability to translate your skills to other employees through training and mentoring
- Computer skills; POS system, email, MS Office, Internet navigation competency. Comfortable with an ERP system.
- Strong organizational skills with high attention to detail.
- Experience with large quantities of order entries & verifications
- Ability to communicate problems and solutions clearly, effectively, and kindly
- Ability to work quickly and efficiently in a fast-paced and occasionally high-pressure setting
- Fluency in speaking and writing English. Spanish a big plus
- Knowledge of Annie's plants and our website preferred
- Interest in plants and gardening preferred

**Salary:** \$65,000-\$75,000K

**Benefits:** Health, Dental, Paid Time Off, Profit Sharing Retirement Plan, Employee Discount