



## NATIONAL 4-H COUNCIL POSITION DESCRIPTION

<b>Position Title</b>	Customer Experience Representative
<b>Business Unit</b>	eCommerce
<b>Home Department</b>	eCommerce
<b>Location</b>	Chevy Chase, MD
<b>FLSA Status</b>	Non-Exempt
<b>Full-Time or Part-Time</b>	Full-Time
<b>Telecommuter Status</b>	Position Not Eligible for Telecommuting

### **Mission**

4-H, the nation's largest youth development organization, grows confident young people who are empowered for life today and prepared for career tomorrow. 4-H programs empower nearly six million young people across the U.S. through experiences that develop critical life skills. In the U.S., 4-H serves every county and parish through our network of 110 universities and more than 3000 local offices. 4-H is led by a unique private-public partnership of universities, federal and local government agencies, foundations and professional associations. National 4-H Council is the private sector, non-profit partner of the Cooperative Extension System and 4-H National Headquarters located at the National Institute of Food and Agriculture (NIFA) within the United States Department of Agriculture (USDA).

### **Position Summary**

Council is currently seeking a Customer Experience Representative who will be responsible for processing orders for merchandise received online via mail, telephone, fax, e-mail, or by any other means. This position handles a variety of routine and moderately complex customer service orders and will also be expected to provide outstanding customer service. The customer representative will also provide administrative support to the e-Commerce team. This position will be based in Chevy Chase, MD and is not eligible for telecommuting.

### **Responsibilities:**

#### **Process Customer Orders**

- Process orders into MAS500 (business accounting software), to determine total cost for customers' orders; and verify and validate orders.
- Determine billing and shipping requirements by working with customers.
- Inform customers of unit prices, shipping dates, anticipated delays, and any additional information that may be needed.
- Encourage customers to consider adding-on to their order for volume discounts.
- Compute prices, discounts, and shipping charges as required.
- Answer questions from customers or individuals on how a product operates or direct to the appropriate representative to assist them.
- Ensure sales quotes are processed in a timely manner.
- Process and send custom orders to vendors; and process and send Gift Certificate orders as needed and requested.

### **Customer Experience**

- Respond to order inquiries, delivery dates, shortages, exchanges, damaged items, and special requests.
- Report complaints to management as appropriate.
- Work with accounting to issue credits and reports.
- Resolve customer service issues within 24-48 hours.
- Consult with distribution center, vendors or common carrier to expedite or trace missing or delayed shipments.
- Respond to all email inquiries within 24-48 hours.
- Follow communication procedures, guidelines and policies.

### **Shipping & Billing**

- Issue shipping return labels for damaged, defective or wrong placed products.
- Create no charge shippers for customer replacements.
- Prepare invoices and statements for submittal to Billing Manager.
- Work with Billing Manager to resolve any billing issues.
- Send outstanding invoices via email or fax.
- Maintain and monitor orders on hold for non-payment.

### **Website**

- Help customers navigate the 4-H website, answer questions regarding products and online discounts or promotions.
- Reset passwords for online accounts.
- Update descriptions for items online and add online sales banners.
- Add new products to website, as needed.

### **Qualifications**

- Associate's degree in a related discipline or equivalent in work experience.
- 2-3 years of customer service experience.
- Strong phone contact handling skills, communication skills, problem solving, the ability to prioritize and multi-task
- Proficient in MS Office applications (Word, Excel, and Outlook).
- Advanced proficiency in MASS500 or related business accounting software package.
- Ability to perform in a team-oriented environment.

### **ADA Requirements**

This job operates in a nonprofit office environment. 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This role routinely uses standard office equipment such as computers, telephones, photocopiers, filing cabinets and fax machines.
- This is largely a sedentary role; however, some filing is required.
- This would require the ability to lift files, open filing cabinets and bend or stand as necessary.
- Basic math skills needed to calculate formulas, commissions, discounts, etc.
- Must be able to lift to 10 pounds.

**Travel Requirements:** None expected.

*National 4-H is an Equal Opportunity/Affirmative Action employer.*

**Career Ladder:** This position typically has the following career ladder:

- Senior Customer Experience Representative
- Customer Experience Manager

**Competencies**

<b>Competency</b>	<b>Level (Beginning, Proficient, Advanced, Mastery)</b>
Communications	Advanced
Critical Thinking	Proficient
Initiative & Innovation	Proficient
Collaboration & Teamwork	Proficient
Customer Orientation	Advanced
Business Mindedness	Proficient
Spirit of Diversity & Inclusion	Advanced

**Disclaimer**

This job description indicates in general the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of an incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of an incumbent. An incumbent may be asked to perform other duties as required.

**Revision Date**

07/14/17