



**ALSTEDE FARMS FARMS, LLC**  
**OFFICE ASSISTANT/ CUSTOMER SERVICE REPRESENTATIVE**

Do you enjoy supporting others? Are you looking for a challenging position where you can utilize your strong customer service skills to facilitate helping people enjoy their experiences on a farm? If you said yes to all of the above, we can't wait to meet you!

**JOB DESCRIPTION** - Alstede Farms is looking for an energetic and organized Office Assistant/Customer Service Representative to organize and execute administration duties, office procedures and cash management activities. You'll gain deep experience from working in a growing, dynamic business - all while working with a passionate team devoted to building families and communities. This role offers an exciting opportunity to provide the first impression to a diverse community eager to enjoy fresh local produce and family fun.

**OVERALL RESPONSIBILITIES** - Participate and contribute towards achieving Alstede Farms, LLC goals and objectives. Maintain professional conduct, at all times abide by all company policies and procedures Function as a representative of Alstede Farms, LLC, its General Manager, Kurt W. Alstede, and the Alstede Family. Establish and maintain excellent customer and vendor relations. Promote company Core Principles and Brand Promise.

**JOB REQUIREMENTS** - Position is a full time, benefits eligible, 40 hour per week minimum, hours may vary. Weekend availability is a requirement for this position. Must have a valid driver license.

**JOB RESPONSIBILITIES** - Customer service support for various aspects of the business including retail operations, community supported agriculture, activities & events through phone, email and social media activities. Efficiently engage all guests and effectively answer & direct customer inquiries about the farm including optimizing sales leads and creating sales conversions where applicable. Answering screening and forwarding incoming phone calls; Effectively directing phone calls to appropriate parties and ensuring proper messages recorded and delivered and followed through. Primarily responsible for the cash management process for the office. Support for office management & staff Perform duties related to accounting and data entry Keep office, desk, and work areas clean, neat, and organized File items daily & maintain organization Assist with archiving work assignments General correspondence, word processing, and assistance with other tasks Respond to customer inquiries through e-mail Process Loyalty Cards and maintain customer mailing lists. Process and send donation requests to local businesses. Special Projects as assigned to Assist Office or Brand Manager with projects as assigned. Must be proficient in word, excel, google sheets. Knowledge of social media is a plus.