PT’s Coffee Roasting Co.

Job Title:
Customer Service, Sales, and Support Specialist

Department: Customer Service
CSSS-1 = Lead Customer Service Specialist

Our Mission:
Exceptional Coffee,
Lifelong Friendships
Wisdom to Appreciate Both

Core Values:
How we accomplish our mission is as important as the mission itself!
Fundamental to our success are these core values:

Service: Go the extra mile on service. Do more than the customer expects. Help them to succeed! Celebrate our customers, our co-workers and our company’s success! And when possible, do it Right This Minute (RTM).

Quality: Seek the best coffees grown on earth, pay a fair price, roast to order, teach and follow proper grinding and extraction standards, and then serve fresh. Only then can we accomplish our goal of the best quality coffee possible. Never, ever accept less! Help our customers to do the same.

Caring: Our commitment is to our customers, our co-workers, our community and the farmers that produce the coffee we buy, roast and sell. Always focus on relationships, appreciation and the continuation of an enjoyable working environment.

Frugal: Be cautious and prudent with expenditures, without compromising quality, efficiency, accuracy, or value to the customer.

Integrity: Be honest, professional and ethical in all dealings.

Consistency & Improvement: Never stop learning. Constantly create and improve systems to increase accuracy, efficiency, and consistency; always putting the customer’s ease of doing business with us first.

Position: Sales and Customer Support Specialist
Monday - Friday 8:00-5:00 (with some nights and weekends)

Probationary Period: 90-day
Compensation: Negotiable
Benefits: Health Insurance; Vacation and Sick Days; Life Ins. And Disability after 90 days; Company Contribution to 401k after 2 years

Job Introduction:
A Sales and Customer Support Specialist is primarily responsible for the level of satisfaction a customer has with PT’s Coffee Roasting Co. This position involves
a high level of responsibility for consulting and training on a wide variety of topics regarding food-service and coffee. The representative must be self-motivated to learn about coffee and the specialty coffee industry, and become a coffee expert. You will be responsible to lead and teach customers with confidence and a positive attitude. You must be able to solve problems proactively, and without direct supervision. Customer Service, Sales, and Support Specialists are a vital part of our company’s success. You will have a large impact on developing relationships with PT’s customers. You must be able to offer excellent customer service, and speak intelligently about our coffee offerings and other products.

**Duties:**

**Customer Service**

- Advanced understanding and skill in using Quickbooks, E-Beans, and PT’s Website ordering and accounting systems
- Sales skill including set-up and orientation of new accounts, consultative selling, and an ability to effectively eliminate accounts not prudent to the business vision of PTs Coffee Roasting Co.
- Customer contact by telephone, including proactive calling and order taking on-site with customers, over the phone, and via email
- On-site customer training including coffee talks, brewing and espresso training, and roasting plant tours will be occasionally required
- Preparation and delivery of Account Maintenance documents for customer relations (instructions, signs, marketing and display materials)
- Key account maintenance, developing a personalized relationship with specific accounts where the Customer Service Sales and Support Specialist becomes the account’s primary contact
- Participating in coffee cuppings on a weekly basis
- Identifying and addressing any customer service needs
- Understanding resources and tools available to focus energy and attention on these job duties for a positive result
- Knowing how-to or where to go to solve customer issues/problems in an expedient manner

**90-day goal:**
The following list of goals must be accomplished within 3 months (90 days) of being hired. All resources necessary to accomplish these goals will be made available. If the following goals are not accomplished a permanent position will not be offered.

1. Be familiar with each coffee varietal that PT’s sells
2. Be able to taste coffee, and identify the following: body, aroma, acidity, flavor, aftertaste, burned, over-extracted, under-extracted, rancid and stale
3. Be familiar with espresso blends, and with espresso terminology
4. Understand roasting terminology
5. Understand all brewing processes, including French Press, Beehouse, Chemex, Auto Drip, Percolator, Espresso and Vacuum Pot
6. Know the following terms and be able to explain them, and PT’s position on them: specialty coffee, shade grown, certified organic, fair trade, Direct Trade
7. Understand coffee ratio chart, and be able to make “coffee required” calculation. 14 x 1 for Chemex and Beehouse – then adjust for taste
8. Be able to identify the basic components of coffee brewing: brewer, grinder, water filter, airpot, etc. and know usual electrical and plumbing requirements for common machines

9. Understand common brewing problems, what their symptoms are, basic adjustments, and minor repair

10. Be familiar with the company structure, policies, personnel, etc.

11. Effectively learn the coffee traffic system

12. Complete the PT's barista certification, passing the written and practical exams

13. Be capable of leading the following customer services:
   - General coffee talk
   - On-site espresso training
   - On-site brewer training
   - Coffee cupping with customers

14. Be proficient in all company computer systems, shipping processes, and inventory monitoring

15. Have expert knowledge of our Website and practical knowledge of our Social Media tools

16. Exhibit advanced understanding of PT's primary Wholesale accounts, including location, ordering schedule, terms of payment, and special requests/needs

Upon completion of all of these goals and a satisfactory review by a supervisor, the employee will secure a full-time, permanent position with PT's Coffee Roasting Co. Inc.