

Seasonal Customer Care Specialist
Job Code – CCS

Resumes may be e-mailed (Microsoft Word only): human.resources@hickoryfarms.com
Or faxed to: (419) 897-6839

Description

Hickory Farms is currently seeking outgoing people who are friendly and sales oriented to fill our Customer Care Specialist positions located at the Corporate Headquarters in Maumee, OH. Hickory Farms offers competitive pay at \$9.00 per hour, paid training, multiple shift opportunities and generous employee discounts.

For over 50 years, Hickory Farms has been bringing classic, authentic American tastes to tables all over the country. In addition to our Holiday Gift Centers in malls across the country, our catalogs and on line ordering options offer our customer the flexibility for making the best purchase choices, and have become a special part of many customers' holidays.

That's where you come in. The quality of our success is directly based on the quality of our Customer Care Specialists. It goes without saying that every Customer Care Specialist is charged with providing our customers with the highest quality customer service experience. Yes, we're looking for friendly, smart, sales-driven people with positive attitudes to fill this position.

But we're looking for even more.

We want candidates who will eagerly speak with every customer like a friend. You're happy to speak with customers and we want you to convey that emotion. We want candidates who can multi-task and allow for an enjoyable customer ordering experience from start to finish. We appreciate and value your prior experience in customer service.

To sum it up, we see you as a partner in the success of Hickory Farms. We believe you are a big part in conveying the joy we take in being a part of our customers' holidays.

Requirements

All applicants must pass all required pre-employment testing including a criminal background check.

This position requires a professional, organized individual with strong supervisory, data entry & customer service experience. Individual must be capable of multitasking in a high paced environment. Customer Care Specialists will be required to answer customer calls, enter orders and resolve customer escalations in a prompt and friendly manner, as well as perform non phone functions. Functions include but are not limited to, processing reshipments/refunds, answering email, completing reports, keying and batching catalog mail orders and reviewing fax orders. Individual must be able to interact daily with our business customers via telephone, email and fax. Customer Care Specialists must have excellent math, written and verbal communication skills.

Customer Care Specialists are required to sign up for a weekly minimum of **24 hours** of which **8 hours must be** weekend availability.

Day Shifts

8:30am – 5:00pm

10:00am – 6:30pm

Afternoon/Night Shifts

12:00pm – 8:00pm

2:00pm – 8:00pm

4:00pm – 8:00pm