



Member Service Representative

Billerica, MA

Walden is New England and New York's leading brand of sustainable, locally raised meat, distributed directly to thousands of households as well as wholesale channels. We believe in simplicity, doing ridiculous things for our members, and the little things matter. We're looking to build a team that shares these passions and our mission.

Job Description:

The ideal applicant is ready to jump into a fast-paced, member-focused environment. You'll provide friendly, sincere communication on the responsive timeline our members deserve. Not only will you have excellent time management, you'll be able to stay focused and prioritized during both busier and calmer times. This is an ever-evolving role that can handle the dynamic needs of a growing small business — you're the type of applicant who is flexible, engaged, and always looking for new ways to go above and beyond members' expectations. The role includes direct customer communication through email and phone, as well as coordinating between members and other branches of Walden to ensure the most seamless member experience possible.

Responsibilities:

- Responding to customers in a timely fashion
- Assisting members with account changes and requests
- Resolving customer complaints
- On the road assistance with delivery drivers; ensuring receipt of delivery
- Working with other departments to meet the needs of our members and to continuously improve our program
- Working with walk-in visitors (order pick-ups and purchases)

Qualifications:

- Comfort and familiarity with CRM implementation and tools
- Proficiency with Microsoft Excel, and ability to learn new software
- Experience in helping to build and run multi-channel service organizations: phone, text, chat, web, email, messenger
- Customer focused work history

Requirements:

- Extremely detail-oriented
- Excellent communication skills, written & verbal
- Ability to multi-task and work in a fast-paced environment
- Adaptable to change
- Willingness to step outside of core roll and do what's required to deliver on the Company's mission
- Enthusiasm to get hands dirty and jump in to do whatever needs to get done
- Passion for our mission and sustainable agriculture/food

Compensation

Commensurate to experience, plus bonus, healthcare, 401(k), and other benefits.

If interested, please email a cover letter and resume to jobs@waldenlocalmeat.com