



## **Member Experience Associate**

Tewksbury, MA

**Pay Rate:** \$17-20 per hour depending on experience

**Schedule:** 11am-7pm, Tuesday-Saturday OR Sunday-Thursday

**Employment Type:** Permanent, Full Time

**COVID-19 Precautions:** Employees are temporarily permitted to work remotely as needed due to COVID-19 if their job can be performed remotely. All employees are required to wear a mask at all times if working from the office. Post-pandemic, this position can be a mixture of in office and remote, with an expectation of at least 3 days a week working on site.

Are you 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 busy and calm times. You'll be communicating directly with our members through email and phone, as well as coordinating between members and other Walden teams to ensure the most seamless member experience possible. If you're flexible, passionate about food, and always looking for new ways to go above and beyond members' expectations, we want to hear from you!

### **What You'll Do:**

- Answer inbound phone calls and email tickets in a timely and friendly manner to ensure concierge-style service to members
- Educate members on how to get the most out of their monthly deliveries by assisting them with questions, account changes, and requests
- Be empowered to not just resolve member complaints, but go above and beyond to delight them with our service
- Coordinate on the fly delivery adjustments with our drivers to ensure each member's monthly home delivery goes smoothly
- Represent the voice of our members across the company to continuously improve our member experience

- Proactively communicate areas of personal development with your supervisor to ensure continuous improvement, highlight training opportunities, and meet team and individual metric goals

### **What You'll Bring:**

- 1+ years of customer-centric work experience
- Passion for our mission and sustainable food/agriculture
- Enthusiasm for going above and beyond to delight our members
- Comfort with multitasking across multiple software applications simultaneously
- Proficiency with Microsoft Excel and the ability to learn new software quickly
- Ability to craft and personalize written and verbal communications with a personable and friendly tone

### **Bonus points if you have....**

- Associate's or Bachelor's degree
- Familiarity with Customer Relationship Management (CRM) software
- Food or agriculture industry experience
- Logistics support experience

Don't check all the boxes? Don't worry! We know that there is no such thing as a 'perfect' candidate. Walden Local is committed to building a team that brings passion for our mission and a diverse set of experiences and opinions. Feel welcomed to bring your whole and authentic self and please apply if this is a role you feel passionately about! We read cover letters and encourage you to share your unique experience and interest in this role and our mission.

### **What We Offer:**

- Financial: Company Bonus Plan, 401k
- Health & Wellness: Medical, Dental & Vision Insurance, Paid Sick Days, Paid Time Off, 8 Paid Holidays, Parental Leave, Volunteer Time Off Program
- The Fun Stuff: up to 5 lbs of free meat weekly, 25% off up to 2 Walden monthly meat subscription memberships, 25% discount at our Boston butcher shop, family-friendly annual company picnic

### **When You Join Walden...**

You'll be Making Local Work - contributing to a mission-driven startup committed to reinvigorating local agricultural economies, in support of healthier communities, animals and soil. Walden Local is New England and New York's leading brand of sustainable, locally-raised meat, connecting families with farmers by distributing directly to thousands of households across the Northeast. We believe in simplicity, doing ridiculous things for our members, and that the little things matter. We're building a diverse team that shares these passions. If you're inspired by ambitious missions and working hard to solve complicated problems, we'd love to meet you!